



A STUDY ON EMPLOYEE ATTITUDE TOWARDS STRESS AND ABSENTEEISM

¹D.Babjohn, ²M.Sandhya, ³K.Sai Mounika

¹Assistant Professor, Department of Management Studies,

Gates Institute of Technology, Gooty

²PG Student, Department of Management Studies, Gates Institute of Technology, Gooty

³PG Student, Department of Management Studies, Gates Institute of Technology, Gooty

ABSTRACT

Employee absenteeism and Stress is a worldwide phenomenon which, due to the financial impact on a nation's economy, is an important subject on the international agenda. This study aims to identify factors that result in employees' absenteeism and stress in an organization, which may help the company manager to develop and identify attitudes of employees for minimising absenteeism and decreasing the Stress in work life .In these competitive world, productivity of the employees is crucial factor for the success of an organization. Stress is inevitable part of our life due to workload, challenges, responsibilities & complexity. Right from birth till death, an individual faces various stressful situations. Stress has become an issue of great concern & worry as it can have damaging physiological & psychological effect on people working in organization/ institutes. An attempt has been made through this research paper to know the reason of stress among lecturer & the ways/ techniques to cope with stress generated at work place & its impact on them. The study also focuses on employee's behavior and attitudes towards productivity which gets affected due to stress in organization. Occupational stress has a significant impact on employees " productivity and affects the organizational performance by increasing absenteeism and which affects the organization negatively. Then this study helps to determine the most inducing stressors among employees " which lowers employees " performance in the organization. The findings showed that occupational stress does not have a direct impact on intention to leave and absenteeism. By reducing stress, organizations preserve reducing the intention to leave and absenteeism.

Keywords: Absenteesim, Stress, Worklife, Responsibility, Employee's Behaviour, Employee attitude.



Objectives of the Study:

1. To know the Employee Absenteeism
2. To Identify the Causes of Employee attitude Towards Absenteeism & Stress
3. To analyse the Factors dealing with Employee attitude Towards Absenteeism & Stress

SCOPE OF THE STUDY

The scope of this research would be to identify the stress the employees at work place and Absenteeism how much mentally they are fit to face this kind of stress. To learn the ways the organization deals to handle the kind of stress the employees face.

RESEARCH METHODOLOGY

This is an Conceptual Study based on the Secondary data source. The Secondary data is used to high light the conceptual analysis and review of literature. The sources of secondary data for the study were the reports of the Employee attitude towards stress and absenteeism. In addition to those books articles, journals. These submitted to the universities were also referred. The internet has also been extensively made use for the purpose of study

Introduction:

There has been a growing belief that the experience of stress at work has undesirable consequences for organisations and the health of their employees. Employers and governments have increasingly come to realise the high costs of stress in terms of the financial damage inflicted upon individual firms, and the economy in general, through employee sickness, poor productivity, staff turnover and work accidents. An attitude is a psychological state of mind. It is the way a person thinks about situations, and it ultimately determines a person's behavior. In the workplace, employees can have either a positive or negative attitude about specific work tasks, products or services, co-workers or management, or the company as a whole. Bad attitudes result in apathy to daily tasks. Employees are easily agitated by minor problems. Tasks are completed at substandard levels. Positive attitudes among employees make workdays more enjoyable. Tasks are performed to a higher standard



and without complaint. An example of a positive employee attitude occurs when an employee views a negative customer service call as an opportunity to change the narrative for the customer from a bad experience to a good one. And also employees stress is a growing concern for organizations today. Stress can be defined as a lively circumstance in which people face constraints, opportunities, or loss of something they desire and for which the consequence is both unpredictable as well as crucial. Stress is the response of people to the unreasonable/excessive pressure or demands placed on them.

Stress is not always negative. It may also bring out the best in individuals at times. It may induce an individual to discover innovative and smarter way of doing things. This positive dimension of stress is called as enstress. But usually, the term stress has a negative implication and this negative aspect of stress is termed as distress. For instance - When a subordinate is harassed or warned by his superior, unhappiness of unsuitable job, etc. We can say that "Stress causes some people to break, and other to break records."

ABSENTEEISM:

Numerous studies hold up the conclusion that association between work related stress and absenteeism could be linked to work-related demands. Yet, this was illustrious in the earlier research that non work related stress contributed more to absenteeism in comparison with work related stress. This inspection carries the same opinion and analysis that absenteeism may also be subjective by non work behavior. The forms of absenteeism are two i) Culpable Absenteeism which refers to unpunctuality or nonattendance problems for which the worker should be held accountable because the issues are from the employees side they should correct it. ii) Non culpable (Innocent) Absenteeism it deals with the absence of employees because of poor health or any other reason which is not in the hands of employee's control.

Causes of Absenteeism

People miss work for a variety of reasons, many of which are legitimate, but some of which are not. Some of the common causes of absenteeism include (but are not limited to):



- **Bullying and harassment:** Employees who are bullied or harassed by coworkers and/or bosses are more likely to call in sick to avoid the situation.
- **Burnout, stress and low morale:** Heavy workloads, stressful meetings/presentations and feelings of being unappreciated can cause employees to avoid going into work. Personal stress (outside of work) can lead to absenteeism.
- **Childcare and eldercare:** Employees may be forced to miss work in order to stay home and take care of a child/elder when normal arrangements have fallen through (for example, a sick caregiver or a snow day at school) or if the dependent is ill or hurt.
- **Depression:** According to the National Institute of Mental Health, the leading cause of absenteeism in the United States is depression. Depression can lead to substance abuse if people turn to drugs or alcohol to self-medicate their pain or anxiety.
- **Disengagement:** Employees who are not committed to their jobs, coworkers and/or the company are more likely to miss work simply because they have no motivation to go.
- **Illness:** Injuries, illness and medical appointments are the most commonly reported reasons for missing work (though not always the actual reason). Not surprisingly, each year during the cold and flu season, there is a dramatic spike in absenteeism rates for both full-time and part-time employees.
- **Injuries:** Accidents can occur on the job or outside of work, resulting in absences. In addition to acute injuries, chronic injuries such as back and neck problems are a common cause of absenteeism.
- **Job hunting:** Employees may call in sick to attend a job interview, visit with a headhunter or work on their résumés/CVs.



- **Partial shifts:** Arriving late, leaving early and taking longer breaks than allowed are considered forms of absenteeism and can affect productivity and workplace morale.

. The 6-Step Process for Dealing with Employee Absenteeism

Create an employee attendance policy

The first step in learning how to handle employee absenteeism? Create an official employee attendance policy. Workplace attendance should be straightforward—show up on time, as scheduled. But in reality, figuring out how to track, document, and fix employee absenteeism can get complicated, and come with a lot of IFTTW—if that, then what—scenarios. What if an employee comes in 45 minutes late, but still shows up? What if they have a sick child or another emergency? What if they don't show up for work at all? Then what?

2. Enforce your attendance policy consistently

A habit doesn't crop up overnight. A pattern of employee absenteeism is something that develops over time and may already be seen as accepted behavior by the time the issue lands on your desk. In order to learn how to handle employee absenteeism, you have to enforce your attendance policy consistently, each and every time.

3. Keep track of employee absences

When it comes to dealing with employee attendance, it's important to keep complete records. How to track employee absenteeism depends on what works best for you and any shift leads or supervisors who will be enforcing the attendance policy. One easy way to track your employees' time is with a time clock app, which provides useful clock in/clock out notifications right away.

4. Address unscheduled absences and no-show's immediately

Absences happen. But when an employee does call in sick or fails to show up for a shift, directly address the situation. Don't let too much time (or even another absence) pass in

14th International Conference on Science, Technology and Management (ICSTM-19)

Guru Gobind Singh Polytechnic, Nashik, Maharashtra (India)

2nd March 2019, www.conferenceworld.in



ISBN: 978-93-87793-74-3

between. Once they return to work, sit down and have a conversation about what happened, why it happened, and what's expected of them moving forward. Make sure they know if their absence has triggered any type of disciplinary action or a performance plan.

5. Don't just treat the symptoms, discover the cause.

Like we talked about earlier, there are valid legal reasons for extended employee absences like FMLA or ADA compliance. For other scenarios, now's the time to decide where you'll draw the line. How often can an employee call in on Fridays and Mondays before it triggers formal action? Can they just not seem to make it in on time every other Tuesday? Is one no-show too many?

6. Don't forget to reward good behavior

Think back to which of your employees missed work, came in late, or called in sick over the last month. Now, think of the ones who didn't. Was it harder? Easier? Who stood out more?

STRESS:

Role stress due to role ambiguity and role conflict can be said when there is no certainty about duties, authority, works to be done, whom to report and what importance one role carries. Whenever there is such a situation that creates a chaos in the innermost of the employee sometime overtly and other time covertly. When an employee is caught by a role stress that results are different for the organization and individual. The existing literature is numerous on role stress covering almost every type of work environment. The stress affects the organization and individual performance, creativity and productivity and employees attitude for work.

Symptoms of Stress

Some of the symptoms of stress at workplace are as follows-

- Absenteeism, escaping from work responsibilities, arriving late, leaving early, etc.
- Deterioration in work performance, more of error prone work, memory loss, etc.
- Cribbing, over-reacting, arguing, getting irritated, anxiety, etc.
- Deteriorating health, more of accidents, etc.
- Improper eating habits (over-eating or under-eating), excessive smoking and drinking, sleeplessness, etc.

It is thus very essential to have effective stress management strategies in an organization so that the detrimental repercussions of stress on the employees as well as their performance can be reduced and controlled.

Sources/Causes of Stress

The factors leading to stress among individual are called as stressors. Some of the factors/stressors acting on employees are-

1. **Organizational factors-** With the growth in organizational stress and complexity, there is increase in organizational factors also which cause stress among employees.

Some of such factors are-

- a. Discrimination in pay/salary structure
- b. Strict rules and regulations
- c. Ineffective communication
- d. Peer pressure
- e. Goals conflicts/goals ambiguity
- f. More of centralized and formal organization structure
- g. Less promotional opportunities
- h. Lack of employees participation in decision-making
- i. Excessive control over the employees by the managers

2. **Individual factors-** There are various expectations which the family members, peer, superior and subordinates have from the employee. Failure to understand such expectations or to convey such expectations lead to role ambiguity/role conflict which in turn causes employee stress. Other individual factors causing stress among employees are inherent personality traits such as being impatient, aggressive, rigid, feeling time pressure always, etc. Similarly, the family issues, personal financial problems, sudden career changes all lead to stress.
3. **Job concerning factors-** Certain factors related to job which cause stress among employees are as follows-
 - a. Monotonous nature of job
 - b. Unsafe and unhealthy working conditions
 - c. Lack of confidentiality
 - d. Crowding
4. **Extra-organizational factors-** There are certain issues outside the organization which lead to stress among employees. In today's modern and technology savvy world, stress has increased. Inflation, technological change, social responsibilities and rapid social changes are other extra-organizational factors causing stress.

Strategies for Managing Stress

Stress experienced by the employees in their job has negative impact on their health, performance and their behaviour in the organization. Thus, stress needs to be managed effectively so as to set off these harmful consequences. Strategies for managing stress are as follows-

Organizational strategies for managing stress

1. Encouraging more of organizational communication with the employees so that there is no role ambiguity/conflict. Effective communication can also change employee views. Managers can use better signs and symbols which are not misinterpreted by the employees.

2. Encourage employees' participation in decision-making. This will reduce role stress.
3. Grant the employees greater independence, meaningful and timely feedback, and greater responsibility.
4. The organizational goals should be realistic, stimulating and particular. The employees must be given feedback on how well they are heading towards these goals.
5. Encourage decentralization.
6. Have a fair and just distribution of incentives and salary structure.
7. Promote job rotation and job enrichment.
8. Create a just and safe working environment.
9. Have effective hiring and orientation procedure.
10. Appreciate the employees on accomplishing and over-exceeding their targets.

Individual strategies for managing stress

1. The employees should make a “to-do” list daily, prioritize the acts in the list and plan the acts accordingly. Take regular breaks during work to relax you. By effective time management, the employees can achieve their targets timely and can meet work pressures and, thus, avoid stress.
2. Do hard work. Strive to achieve your goals but do not do it to the harm of family, health, or peer.
3. Indulge in physical exercises. It helps in effective blood circulation, keeps you fit, diverts mind from work pressures.
4. Encourage a healthy lifestyle. Take a regular sleep, have plenty of water, have healthy eating habits. Promote relaxation techniques such as yoga, listening music and meditation.
5. The employees should have optimistic approach about their work. They should avoid connections with negative approach employees.
6. The employees should have emotional intelligence at workplace. They should have self-awareness, self-confidence and self-control at workplace.
7. The employees should build social support. They should have close connections with trustworthy peer who can listen to their problems and boost their confidence level. This social network will help the employees to overcome stress.

14th International Conference on Science, Technology and Management (ICSTM-19)

Guru Gobind Singh Polytechnic, Nashik, Maharashtra (India)

2nd March 2019, www.conferenceworld.in



ISBN: 978-93-87793-74-3

8. Employee counselling is a very good strategy to overcome employee stress. Through counselling, employees can become aware of their strengths and how to develop those strengths; their weaknesses and how to eliminate them; and they can develop strategies for changing their behaviour. Employees are also given career counselling which helps in reducing their ambiguities with regard to career.
9. Find a fun way to release stress, such as, cracking jokes, playing tennis, golf, etc.
10. Do not remain pre-occupied with yourself. Turn your focus outwards. Help others. This will release some stress.

Conclusion:

The aim of this paper has been twofold; to study in detail the determinants of stress in today's working environment and estimate the importance of work-related stress as a predictor of individuals' quitting behaviour and the rate of absenteeism. The stress is a serious noxious characteristic of the working environment impairing employee performance through turnover and absenteeism. It should therefore be dealt with in the same logical and systematic way as any other labour market issue.

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ISBN: 978-93-87793-74-3

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