

Vol II Issue X

ISSN No : 2230-7850

Monthly Multidisciplinary
Research Journal

*Indian Streams
Research Journal*

Executive Editor

Ashok Yakkaldevi

Editor-in-chief

H.N.Jagtap

Welcome to ISRJ

RNI MAHMUL/2011/38595

ISSN No.2230-7850

Indian Streams Research Journal is a multidisciplinary research journal, published monthly in English, Hindi & Marathi Language. All research papers submitted to the journal will be double - blind peer reviewed referred by members of the editorial Board readers will include investigator in universities, research institutes government and industry with research interest in the general subjects.

International Advisory Board

Flávio de São Pedro Filho Federal University of Rondonia, Brazil	Mohammad Hailat Dept. of Mathematical Sciences, University of South Carolina Aiken, Aiken SC 29801	Hasan Baktir English Language and Literature Department, Kayseri
Kamani Perera Regional Centre For Strategic Studies, Sri Lanka	Abdullah Sabbagh Engineering Studies, Sydney	Ghayoor Abbas Chotana Department of Chemistry, Lahore University of Management Sciences [PK]
Janaki Sinnasamy Librarian, University of Malaya [Malaysia]	Catalina Neculai University of Coventry, UK	Anna Maria Constantinovici AL. I. Cuza University, Romania
Romona Mihaila Spiru Haret University, Romania	Ecaterina Patrascu Spiru Haret University, Bucharest	Horia Patrascu Spiru Haret University, Bucharest, Romania
Delia Serbescu Spiru Haret University, Bucharest, Romania	Loredana Bosca Spiru Haret University, Romania	Ilie Pintea, Spiru Haret University, Romania
Anurag Misra DBS College, Kanpur	Fabricio Moraes de Almeida Federal University of Rondonia, Brazil	Xiaohua Yang PhD, USA Nawab Ali Khan College of Business Administration
Titus Pop	George - Calin SERITAN Postdoctoral Researcher	

Editorial Board

Pratap Vyamktrao Naikwade ASP College Devrukh,Ratnagiri,MS India	Iresh Swami Ex - VC. Solapur University, Solapur	Rajendra Shendge Director, B.C.U.D. Solapur University, Solapur
R. R. Patil Head Geology Department Solapur University, Solapur	N.S. Dhaygude Ex. Prin. Dayanand College, Solapur	R. R. Yaliker Director Managment Institute, Solapur
Rama Bhosale Prin. and Jt. Director Higher Education, Panvel	Narendra Kadu Jt. Director Higher Education, Pune	Umesh Rajderkar Head Humanities & Social Science YCMOU, Nashik
Salve R. N. Department of Sociology, Shivaji University, Kolhapur	K. M. Bhandarkar Praful Patel College of Education, Gondia	S. R. Pandya Head Education Dept. Mumbai University, Mumbai
Govind P. Shinde Bharati Vidyapeeth School of Distance Education Center, Navi Mumbai	Sonal Singh Vikram University, Ujjain	Alka Darshan Shrivastava Shaskiya Snatkottar Mahavidyalaya, Dhar
Chakane Sanjay Dnyaneshwar Arts, Science & Commerce College, Indapur, Pune	G. P. Patankar S. D. M. Degree College, Honavar, Karnataka	Rahul Shriram Sudke Devi Ahilya Vishwavidyalaya, Indore
Awadhesh Kumar Shirotriya Secretary, Play India Play (Trust),Meerut	Maj. S. Bakhtiar Choudhary Director,Hyderabad AP India. S.Parvathi Devi Ph.D.-University of Allahabad	S.KANNAN Ph.D , Annamalai University,TN
	Sonal Singh	Satish Kumar Kalhotra

**Address:-Ashok Yakkaldevi 258/34, Raviwar Peth, Solapur - 413 005 Maharashtra, India
Cell : 9595 359 435, Ph No: 02172372010 Email: ayisrj@yahoo.in Website: www.isrj.net**



IMPACT OF JOB SATISFACTION AND PERSONAL CHARACTERISTICS ON EMPLOYEE ABSENTEEISM

M.SHUNMUGA SUNDARAM , A.SUBBURAJ AND M.SEKAR

Assistant Professor, Department of Business Administration,
Kalasalingam University, Krishnan Kovil
Assistant Professor, Global School of Foreign Trade, Madurai.
Head, Department of Business Management,
RVS College of Arts and Science, Sulur, Coimbatore

Abstract:

Employee absenteeism is the precious personal problem that concerns development of the firm. Absenteeism is the failure of employees to report for their work when they were scheduled to the work. Employee absence inside the organization significantly related with job satisfaction and personal characteristics. This research concentrated on 445 police constables from different places in Tamilnadu. Data was collected through structured questionnaires and personal interview. Structured questionnaires include three parts like personal profile, Job descriptive index questionnaires (JDI) and self reported frequency of absents. This research concludes that there is no relation between personal characteristics and absenteeism and there exist direct relationship between job satisfaction and employee absenteeism.

KEYWORDS:

job satisfaction, Employee absenteeism, Personal characteristics.

INTRODUCTION:

Human resource plays major role in success of the organization. Maximum utilization of resource and effective productions depends on human resource. Employee absenteeism is the precious personal problem that concerns development of the firm. Employee absenteeism is a problem with no clear cause, is costly for both the employees and the employers. Absenteeism is the failure of employees to report for their work when they were scheduled to the work. Many researchers classified absenteeism into two types, "voluntary and involuntary". Voluntary absenteeism means a conscious decision made by the employees about whether to attend the work. Involuntary absenteeism implies that beyond the employees control like sudden and unavoidable reasons. Mostly absenteeism is related with employee behaviors and attitudes. Employee absence inside the organization significantly related with job satisfaction and personal characteristics. Job satisfaction defined as feelings a worker has about his work. When employee highly satisfied with his work and level of absenteeism is very low, in other hands when level of satisfaction is low and level of absenteeism is high. The purpose of this study is to investigate the relationship between absenteeism, job satisfaction and demographic details.

REVIEW OF LITERATURE

Absenteeism is the obstinate problem for which no clear cause and easy cure (Rhodes & steers, 1990). Unplanned absences concern all kinds of organization. Hoque & Islam (2003) suggested that absenteeism must be studied and problem to be solved. Because direct and indirect costs associated with absenteeism, that affects staffing, minimized productivity and loss in revenue of the firm.

Job satisfaction is the most important factor for organization success. George & Jones (2002) study explains that level of job satisfaction in the work place is the factor that influences absenteeism. Bigley et al. (1996) supported the opinion that employees who dissatisfied in job more likely to absent. Rhodes & Steers (1990) recommend that motivations and ability of the employees based on the employee attendance. Luthans (1995) research revealed inverse relationship between job satisfaction and absenteeism. Robbins (1998), Odendaal & Roodt (2003) however, even satisfaction is more related with work, absenteeism is influenced by multiple factors. Atchison (1999) states that many organizations are taking efforts to increase satisfaction level of the employees for effective production and less turnover.

Extrinsic sources like pay, co workers, working environment, opportunities and promotions, supervisions affect the job satisfaction. Robbins (2003), Spector (1997) & Luthans (1995) state that wage and salary is the complex predictor of job satisfaction. According to Robbins (2005), Gately (1997), Aamodt (2004) & Luthans (1995) comfortable of the work performed by employees is the major predictor of satisfaction in job. Bajpai & Srivastava (2004) proposea promotion provides employees with opportunities forpersonal advancement, increased responsibilities increases the social status of the employee. Friday& Friday (2003) satisfaction promotion in the job develops the attitudes towards the policies and practices of the organization. Aamodt (2004) found that workers who enjoy working with good supervision will be more satisfied with their job. Satisfaction with supervision increases the productivity and develops the group commitments. Many researchers indicates Aamodt (2004), Robbins (2005) and Luthans (1995) friendly work groups and supportive co workers influences job satisfaction. Spector (1997) research shows that worker who feel high hinder in working environment will tend to dissatisfied. Johns (1996) explained difference between distributive fairness and procedural fairness. Distributive fairness is supposed fairness of the actual decision made in firms. If the decision is seems fairness to employee then they are state satisfaction with the job. Procedural fairness is decision perceived to be reasonable like lay off, appraisals, work assignments and promotions.

SCOPE OF THE STUDY

The scope of the study will be police constables in Tamilnadu, with the sample size of 445. This study will very useful in explaining the factors like pay, the job itself, supervision, co-workers, promotions and opportunities that significantly affect the employee absenteeism and job satisfaction.

OBJECTIVES OF THE STUDY

- 1.Examine the trend of absenteeism on the basis of demographic details of the employees.
- 2.Examine the relation between job satisfactions and absenteeism of the employees.

METHODS

The researcher design is descriptive type; it concentrated on 445 police constables from different places in Tamilnadu. There are two accepted methods of data collecting for this study: structured questionnaire and personal interview.Structured questionnaires contain three different parts. First part contain personal details about the police constables, second part contains job descriptive index (JDI) developed by Smith, Kendall &Hulin (1969) used to measure level of job satisfaction and third part of questionnaires self reported absence questionnaire includes frequency of absents. Researched used 10 point scaling for analysis part two questionnaires.

FINDINGS

Table 1: Reliability test

Factors	Cronbach's Alpha	N of Items
Work	0.858	18
Supervision	0.863	18
Pay	0.797	9
Promotion & opportunity	0.784	9
Co-worker	0.792	18

Table 1 shows Cronbach's alpha values for different job satisfaction factors, which indicates a high level of internal consistency for scale with this specific sample.

Table 2: Demographic details

Demographic profile	Options	Frequency	Percent
Age	20-29 years	227	51
	30-39 years	125	28
	40-49 years	81	18
	50-59 years	12	3
Gender	Male	243	55
	Female	202	45
Designation	Grade I	163	37
	Grade II	148	33
	Grade III	134	30
Total monthly income	Rs 5000-10000	141	32
	Rs 10001-15000	154	35
	Rs 15001-20000	82	18
	Rs 20001-25000	68	15
Years of service	Less than 5 years	131	29
	6-10 years	136	31
	11-15 years	97	22
	16-20 years	58	13
	More than 20 years	23	5
Marital status	Single	207	47
	Married	238	53
	Total	445	100

Table 2 infers that most of the police constables (277) are 20-29 years old, most of them are males (243), many of them belongs to grade I constables (163), 154 police constables are getting Rs 10001-15000 as a monthly salary. Many of them having 6-10 years' experience and 238respondents are married.

Table 3: Correlation between Overall Job Satisfaction Factors

Overall job satisfaction	Work	Supervision	Pay	Promotion & Opportunity	Co-worker
Work	1	0.520**	0.400**	0.279**	0.195**
Supervision	0.520**	1	0.505**	0.357**	0.229**
Pay	0.400**	0.505**	1	0.409**	0.248**
Promotion & Opportunity	0.279**	0.357**	0.409**	1	0.403**
Co-worker	0.195**	0.229**	0.248**	0.403**	1

** . Correlation is significant at the 0.01 level (2 -tailed).

Table 3 shows that all job satisfaction factors having positive correlation with other job satisfaction factors. Work, pay and supervision factors are having strong positive correlation.

Table 4: comparison of means between Demographic profile and number of days leave in a year

Demographic profile	Test	Sig	Decision
Age	ANOVA	0.633*	Accepted
Gender	Independent T test	0.056*	Accepted
Designation	ANOVA	0.742*	Accepted
Monthly income	ANOVA	0.771*	Accepted
Years of service	ANOVA	0.792*	Accepted
Marital status	ANOVA	0.270*	Accepted

H0: There is no significant difference among means of demographic profile of the constables and number of days leave taken in a year.

*. H0 Accepted.

According to the above result the sig of “F” value is greater than 0.05 for all the demographic profiles of the police constables. Hence null hypothesis is accepted, there is no significant difference among means of demographic profile of the constables and number of days leave taken in a year.

Table 5: Table 4: comparison of means between overall level of job satisfaction and number of days leave in a year

H0: There is no significant difference among means of overall job satisfaction of the constables and number of days leave taken in a year.

Overall level of satisfaction	Test	Sig	Decision
Work	ANOVA	0.008	Rejected
Supervision	ANOVA	0.052*	Accepted
Pay	ANOVA	0.001	Rejected
Promotions & opportunities	ANOVA	0.009	Rejected
Co workers	ANOVA	0.014	Rejected

*. H0 Accepted.

According to the above table sig of “F” value is less than 0.05 for level of satisfaction on work, pay, co-workers, promotions and opportunities. Hence null hypothesis is rejected and there is a significant difference among means of overall level of job satisfaction of the constables and number of days leave taken in a year.

DISCUSSIONS

Based on the result of this study (Table 3) all the job satisfaction variables are positively correlated with others except promotions & opportunities and co workers variables (0.195, 0.279) all the variables are having strong correlations. The absenteeism of police constables may be caused by many factors, but mostly it cases are personal characteristics and job dissatisfaction. The analysis of the study (Table 4) shows that demographic profiles of the police constables do not vary with number of days absent in a year. The result shows there is convincing evidence that there are no significant difference between the personal characteristics of the police constables and absenteeism. From the above study it shows personal characteristic will not affect the absenteeism in many cases.

Table 5 reveals there is convincing evidence that there are significant difference between overall job satisfaction factors like work, pay, promotions & opportunities and co-workers. Unsatisfied employees tent to take more leaves and the effectiveness of the work is also low compare with highly satisfied employees. If the organization expects some positive contributions and low rate of absenteeism from the employees, then organization must satisfied the employees.

CONCLUSION

The result of the research work shows the impact of personal characteristics of the police constables and job satisfaction on police constables absenteeism. It finally concludes that there is positive relation between extrinsic sources job satisfaction. Also it concludes that extrinsic sources of job satisfaction having direct relation between employee absenteeism. Absenteeism is unavoidable some times, but it will affect the performance of the organization effectiveness. Each source of job satisfaction plays significant impact on absenteeism. This study recommended for the organizations to develop the well defined absent or leave policies, well organized work culture and working conditions, transparent reward systems, easy career advancement, fairness supervisors and co-workers will invariable motivates and make the employees more regular on their work, this will help organizations to achieve maximum efficiency.

REFERENCES

- 1.Aamodt, M.G. (2004). *Applied Industrial/Organisational Psychology (4th Ed)*.
- 2.Atchison, T. (1999). *They myths of employee satisfaction. Healthcare Executive 14 (2):18-23.*
- 3.Bajpai, N., & Srivastava, D. (2004). *Sectorial comparison of factors influencing job satisfaction in Indian banking sector. Singapore Management Review 26 (2) : 89-99.*
- 4.Cooper, C., & Locke, E. (2000). *Industrial and organisational psychology Blackwell, Business factors in job satisfaction. Journal of Employment Counselling 40 (4): 287-295.*
- 5.George, J.M., & Jones, G.R. (2002). *Organisational behaviour: (3rd Prentice Hall. Ed)*.
- 6.Fox (1994). *Human Resources Management. Boston, New York: Houghton Mifflin Company.*
- 7.Friday and Friday (2003). *The joint effects of noise, job complexity, and gender on employee sickness absence: exploratory study across 21 organisations –the CORDIS study. Journal of Occupational and Organisational Psychology 75: 131-144.*
- 8.Hoole, C., & Vermeulen, L.P. (2003). *Job satisfaction among South African aircraft pilots. SA Journal of Industrial Psychology 29 (1): 52-57.*
- 9.Johns, G. (1996). *Organisational behaviour: Understanding and managing life at work (4th ed.). Harper Collins College Publishers.*
- 10.Luthans, F. (1995). *Organisational behaviour: (7th ed.). McGraw-Hill, Inc.*
- 11.Rhodes, S.R., & Steers, R.M. (1990). *Managing employee absenteeism Addison: Wesley Publishing Company.*
- 12.Robbins, S.P. (1998). *Organisational behaviour: Concepts, controversies, applications. (8th ed.) Prentice Hall.*
- 13.Robinson, B. (2002). *An integrated approach to managing absence supports greater organisational productivity. Employee Benefits Journal 27 (2) : 7-11.*
- 14.Spector, P.E. (1996). *Industrial and organisational psychology – Research and practice. John Wiley & Sons, Inc.*
- 15.Spector, P.E. (1997). *Job satisfaction: Application, assessment, causes and consequences. SAGE Publications.*
- 16.Steers, R., Porter, L., & Bigley, G. (1996). *Motivation and leadership at work (6th ed.). McGraw-Hill Companies, Inc.*

Publish Research Article
International Level Multidisciplinary Research Journal
For All Subjects

Dear Sir/Mam,

We invite unpublished research paper.Summary of Research Project,Theses,Books and Books Review of publication,you will be pleased to know that our journals are

Associated and Indexed,India

- * International Scientific Journal Consortium Scientific
- * OPEN J-GATE

Associated and Indexed,USA

- *Google Scholar
- *EBSCO
- *DOAJ
- *Index Copernicus
- *Publication Index
- *Academic Journal Database
- *Contemporary Research Index
- *Academic Paper Databse
- *Digital Journals Database
- *Current Index to Scholarly Journals
- *Elite Scientific Journal Archive
- *Directory Of Academic Resources
- *Scholar Journal Index
- *Recent Science Index
- *Scientific Resources Database

Indian Streams Research Journal
258/34 Raviwar Peth Solapur-413005,Maharashtra
Contact-9595359435
E-Mail-ayisrj@yahoo.in/ayisrj2011@gmail.com
Website : www.isrj.net