



“A Study on Cause And Effect Of Absenteeism In Service Industry”

Priyanshi Agrawal¹, Priti Kumari², Dr Bijal Shah³

¹Department of Management Studies, Parul Institute of Management Studies and Research, Parul University, Vadodara, Gujarat, India.

²Department of Management Studies, Parul Institute of Management Studies and Research, Parul University, Vadodara, Gujarat, India.

³Department of Management Studies, Parul Institute of Management Studies and Research, Parul University, Vadodara, Gujarat, India.

ABSTRACT

Frequent unscheduled absences, or absenteeism, can be a serious problem in the service sector. Businesses must comprehend absenteeism's origins and effects in order to create plans to lessen its effects.

Key Words

Absenteeism, Cause and effect of Absenteeism, Service Industry.

Reasons for Absenteeism in the Service Sector

Jobs in the service sector frequently have distinctive qualities that may increase absenteeism. These are a few typical causes:

- Work Schedules:

A lot of service-related occupations require split shifts, nights, weekends, and non-standard hours. These schedules can cause sleep patterns, childcare needs, and social life to be upset, which can result in exhaustion and a higher risk of sickness.

Pay and Benefits: In many service-related businesses, lower pay and less benefits are

typical. This can have a negative impact on employee morale and increase the chance that they will look for other work, which occasionally results in unexplained absences.

- Workplace:

Challenging, fast-paced work settings with lots of client interaction can be exhausting and lead to burnout. Furthermore, impolite or demanding clients could cause workplace unhappiness and absenteeism for service professionals.

Lack of Control: Workers in the service sector frequently have little influence over their work schedules and responsibilities. Decreased motivation and job satisfaction may result from this lack of autonomy.

Absenteeism's Effects on the Service Industry.

In the service sector, absenteeism can have a big effect on both employers and workers:

- Decreased Productivity:

Employee absences force the remaining staff to take on more work, which wears them out and reduces their productivity.

Introduction of the Study

The service sector: a precarious balance

The service sector forms the backbone of many economies, providing essential services and contributing significantly to GDP. Its success depends on the quality and consistency of the service provided. However, this delicate balance is disturbed by a hidden threat: absenteeism.

Absenteeism, that is, the unplanned absence of employees, is a major challenge for service companies. Unlike other industries where production may be halted or machinery idle, service industries are highly dependent on the availability of workers to meet customer needs. An absent employee creates a domino effect - increasing co-worker workload, increasing customer wait times and ultimately reducing customer satisfaction.

This study takes a closer look at the complex issue of absenteeism in the service industry. We examine the various contributing factors, their impact on businesses and workers, and

possible strategies to mitigate this challenge.

The Cost of Vacancies: The Economic Impact of Absenteeism

Absenteeism is not just an inconvenience; this will cost service companies a lot. This affects the bottom line as follows.

- **Low productivity:** When employees are absent, unfinished tasks pile up, leading to delays and inefficiencies. In customer-facing roles, this means longer wait times, missed sales opportunities and potential lost revenue.
- **Higher labor costs:** Companies must rely on compensating current employees for overtime or hiring temporary replacements to handle absenteeism. Both options increase the financial burden.

- **Customer dissatisfaction:**

Unexpected absences can cause service interruptions that affect the customer experience. Long wait times, inconsistent staffing and inconsistent service quality can lead to customer dissatisfaction and possible loss of business

- **Decreased morale:**

High absenteeism rates can negatively affect the morale of existing employees. Feeling constantly overburdened to compensate for missing colleagues can lead to stress, burnout, and potentially, increased absenteeism within the team.

- **Beyond the Numbers: Understanding the Causes of Absenteeism**

The factors contributing to absenteeism in the service industry can be broadly categorized into personal and work-related aspects.

- **Personal Factors:**

Health Concerns: Illness, injuries, and personal health issues are a legitimate and unavoidable cause of absenteeism. The service industry often involves physically demanding roles or interactions with the public, which can increase the risk of illness transmission.

- Family Obligations:**

Employees with children or eldercare responsibilities may face unplanned absences due to emergencies or school closures. Rigid work schedules can make it difficult to manage these

commitments.

Mental Health

Stress, anxiety, and depression can significantly impact employee well-being and lead to increased absenteeism. The demanding nature of service jobs, including long hours, emotional labor, and customer interactions, can contribute to mental health issues.

➤ Work-Related Factors:

Job Dissatisfaction:

Employees who find their work unfulfilling, repetitive, or lacking in opportunities for growth may be more likely to call in sick or be less engaged, leading to higher absenteeism.

Work-Life Balance:

The service industry often requires long hours, irregular shifts, and unpredictable schedules. This can disrupt employees' personal lives and lead to work-life conflict, potentially increasing absenteeism.

Compensation and Benefits:

Low wages, lack of benefits, or inadequate sick leave policies can incentivize employees to work through minor illnesses or use available leave sparingly, potentially leading to more serious health issues and longer absences down the line.

➤ Poor Work Environment:

Unprofessional or hostile work environments, characterized by bullying, harassment, or lack of support from management, can significantly contribute to employee stress and absenteeism.

➤ Training and Development:

Inadequate training can make employees feel unprepared and overwhelmed, potentially leading to decreased confidence and higher absenteeism rates.

➤ Industry-Specific Challenges:

The Service Sector Under a Microscope

The service industry presents unique characteristics that exacerbate absenteeism compared to other sectors.

➤ Customer Interaction:

Service industry employees constantly interact with the public, potentially exposing them to germs and illnesses more often. Dealing with demanding or rude customers can be stressful, affecting employee well-being and absenteeism.

➤ Shift work:

Many service jobs require evening, weekend or split shifts. This can disrupt an employee's sleep schedule, make it difficult to take care of children or other personal responsibilities, and lead to fatigue and absenteeism.

➤ Emotional work:

Service workers often do emotional work, managing their emotions and providing positive customer experiences. This can be emotionally draining and lead to burnout and absenteeism.

➤ The Vicious Cycle: Breaking the Mold Unaddressed absenteeism creates a vicious cycle. Increased workload for existing staff and potentially lower quality of service may increase employee dissatisfaction and absenteeism.

Literature Review

Review of the literature We will first go over the several factors that prior research has shown to have a significant influence on employee absence. The explanation of these issues will be broken down into four categories so that it can be kept concise.

2.1 Demographics, health factors, household characteristics, and employment characteristics are the four categories that were employed in this study. It is anticipated that employee absence patterns will differ depending on socio demographic factors. The impact of age, gender, and educational attainment on employee absenteeism will be covered in this section.

2.1.1. Gender-

Sexual Orientation Although there are additional causes in the research, women are predicted to be absent more frequently since they are typically perceived as being more suited to taking care of the home (Barmby, Ercolani, and Treble, 2002). Steers and Rhodes

(1978) back up the idea that women and mothers are typically assigned family duties like caring for sick children. Comparable explanations are covered by Johns (2003) and Barham and Begum (2005). Barham and Begum (2005) discovered that women with or without dependent children had a same absence rate, despite the widespread belief that having children is linked to a higher rate. Cuelenaere's (1997) study revealed that the majority of ill women did not return to work until they had fully healed

While most men, even when they were not entirely recovered, frequently returned to work, albeit only partially. According to Geurts, Kompier, and Grundemann (2000), women are perceived in the media as having lower work values because they are less likely to take their illness seriously and try to return to work. Johns (2003) offered two other theories, stating that women seemed to be busier and more restless than males on a planned day off. Furthermore, women could perceive or react to stressful or unsatisfactory events at work differently, either negatively or proactively, and utilize time off as a coping method. The following sources all find this: Johns (2003), Gimeno et al. (2004), Barham and Begun (2005), Geurts, Kompier and Grundemann (2000), Barmby, Ercolani and Treble (2002), and Steers and Rhodes (1978).

discover a strong correlation between women's absenteeism and men's. A comparable relationship between gender and absenteeism is anticipated in this investigation, in keeping with prior findings.

2.1.2. Age

Contradictory data about the relationship between age and absenteeism is uncovered despite a great deal of prior research. On the one hand, it's a common argument that older workers will miss more work because it's assumed that they will get sicker more frequently. However, a lot of study also addresses how younger and older workers have different work attitudes. This research will concentrate on the latter explanation as health factors are taken into account and will be covered later. Employees that are older tend to be more dedicated to their employers. The higher potential costs associated with absenteeism are another theory put up to explain the reduced absenteeism among older workers. This perspective is based on ideas related to organizational commitment (Gellatly, 1995) and the labor-leisure choice paradigm (Allen, 1981).

Younger workers have a higher absentee rate, as Drago and Woodden (1992) describe in their research, which makes sense given the higher opportunity cost of lost free time. They go on to say that younger workers are often less devoted to the company and workgroup than older workers are since they are more likely to switch jobs frequently. According to Allen

and Meyer (1993) as well as Hackett, Bycio, and Hausdorf (1994), personnel with longer organizational tenure—rather than shorter—tend to exhibit higher levels of emotional and continuous commitment. Leaker's (2000) analysis on absenteeism in the UK provides evidence to back up the claim that younger workers are more likely than older workers to take sick days.

Barmby, Ercolani and Treble (2002), Bergendorf et al. (2004), Geurts, Kompier and Grundemann (2000), and Lusinyan and Bonato (2007) find support for a positive relationship between age and absenteeism, while Barham and Begum (2005), Clegg (1983), Hackett (1990), and Leaker (2008) find support for the negative relation. While prior study has yielded inconclusive results, a negative correlation between age and absence is anticipated.

2.1.3. Education

Education level is one absenteeism-related characteristic that is assessed significantly less frequently. Before beginning work, people are expected to have completed their schooling. This factor will therefore just concentrate on whether there are any notable disparities between the highest completed degree of schooling and absenteeism. It is generally believed that absence and education will have an inverse relationship (Drago and Wooden, 1992). The more education this person has completed, the less absent they will be. The premise that those with higher levels of education are generally healthier forms the basis of this assumption.

Research by Koopmanschap et al. (1993) demonstrated a strong correlation between education and absence from employment, as well as a higher chance of disability among those with less education. One possible reason for this outcome is the correlation between higher educational attainment and enhanced health knowledge (Winkleby, Fortmann, and Barrett, 1990). This is consistent with the claim made by Lag (1962) that a person's assessment of their ability to work could be influenced by their level of schooling. A negative correlation was discovered between education and absenteeism by Drago and Wooden (1992), Steers and Rhodes (1978), Granlund (2010), Winkleby Fortmann and Barret (1990), and Koopmanschap et al. (1993). This study anticipates a negative relationship between absenteeism and education level, in keeping with previous research.

2.2. Health characteristics

Probably the most significant absenteeism indicators have to do with workers' health. Although there are other factors that affect the absence rate, the most common cause of employee absences is health-related, such as general illness. Reduced absences due to illness are linked to better health (Lusinyan and Bonato, 2007). This category's elements will

cover how absenteeism is related to self-assessed health, specific health habits like smoking and Body Mass Index (BMI), and if a person's condition prevents them from engaging in their regular activities.

2.2.1. Health status

In empirical research, self-assessed health status is becoming a more popular way to measure health since it can give a reliable picture of an individual's health (Linn and Linn, 1980; Crossley and Kennedy, 2002). It makes sense that those who rate their own health higher and are more adept at assessing it would also be less likely to be absent from work. Individuals with chronic illnesses and disabilities, for example, who are impeded by their health in their everyday activities, are likely to have greater absenteeism rates. People who are disabled or have chronic illnesses are also likely to give their own health a lower rating, which also have an explanation regarding a higher rate of absenteeism.

10 According to Stormer and Fahr's (2010) article, workers who are at least somewhat satisfied with their health are less likely to miss work altogether. In multiple research, Benavides et al. (2000) discovered that an employee's opinion of their own health may be reflected in their absence due to illness. They clarify that rather than being a result of a physical sickness, absence might be understood as a coping mechanism in reaction to illness (a subjective condition, a psychological knowledge of dysfunction). In their study, Barham and Begum (2005) discovered that employees with disabilities were more than twice as likely to miss work than their non-disabled counterparts. According to North et al. (1993), absence rates were significantly predicted by self-assessed health.

Significantly increased rates of short-term, but particularly long-term, absences were also observed in those with ordinary or poorer health reports. These variations were also observed for other self-reported health metrics, such as the existence of persistent illnesses, mental symptoms, and recurrent health issues. Additionally, Lusinyan and Bonato (2007) and Stormer and Fahr (2010) discovered a favorable relationship between absenteeism and health feeling. Expectedly, these factors have a strong correlation with absenteeism, as previously discovered in studies. There is a perceived negative correlation between self-assessed health and absenteeism, and a positive correlation between absenteeism and whether or not a person's health prevents them from engaging in certain activities.

2.2.2. Lifestyles

Lifestyles are compared in this paper to an individual's BMI and smoking behaviors. A person's BMI indicates if they are underweight, overweight, or obese. An individual who is more physically active and maintains a healthy weight will be more resilient to illnesses and

injuries. It is often known that smoking has a detrimental impact on one's health and that there is a connection between smoking and absenteeism. Overweight and obesity raise mortality and have been linked to numerous chronic illnesses. There is evidence of a U-shaped relationship between underweight and weight change and premature death and disease (Ferrie et al. 2007). Additionally, smoking has been demonstrated to be a determinant of well-validated general health indices, according to Ferrie et al. (2007).

Additionally, Labriola, Lund, and Burr (2006) propose that programs aimed at quitting smoking and obesity may have the ability to lower the number of sick days missed. There are numerous studies with noteworthy results pertaining to these markers, despite the fact that theoretical evidence for these assumptions is quite thin. Significant findings by Labriola, Lund, and Burr (2006) and Ferrie et al. (2007) indicated a favorable relationship between obesity and absence. A significant result for underweight was also found by Ferrie et al. (2007), and it revealed a negative correlation. There was substantial evidence that smoking had an impact on the likelihood of being absent in the research by Labriola, Lund, and Burr (2006), Ferrie et al. (2007), North et al. (1993), and Niedhammer et al. (1998).

According to all of these papers, employees who smoke or who have ever smoked are more likely to miss work than those who have never smoked. It is abundantly evident from earlier studies that these two factors have a big impact on absenteeism. These findings support the hypothesis that smoking, including past smoking, has a positive relationship with absenteeism and that BMI has a U-shaped relationship.

2.3. Household characteristics

It is reasonable to assume that external factors have an equal impact on employee absenteeism as do so-called internal ones like health and demographics. Due to the fact that employees' behavior is impacted by the actions or circumstances of people in the household, household characteristics are considered external influences. It is anticipated that the theories of the work/family conflict, which address care obligations, and the reduction of single reliance on one source of income will form the foundation for the impact of household characteristics. This group will comprise the following factors: relationship status, family size, children, taking care of others, and household income. This will cover the most common features of household disparities.

2.3.1. Relationship status

Respondents' marital status appears to have an impact on their absenteeism. It's important to remember that married and single relationship statuses will be distinguished. Given the striking parallels between the two groups, the married group's makeup will be identical to that of the study conducted by Barmby, Ercolani, and Treble (2002) and will comprise individuals who are either married or may cohabit as a married pair. Although it's commonly

believed that caring obligations account for the majority of married people's higher absenteeism rate, earlier research offers further information on a lesser financial burden associated with missed revenue.

According to Barmby, Ercolani, and Treble's (2002) study, married women had the highest absence rates, while single men have the lowest. One possible explanation for the rising percentage of married women is a greater awareness of the obligations of family, including raising children. Miller (1984) argues that this presumption is false. Miller demonstrates that across all age groups, married women were missing at a higher rate than unmarried women. This reduces the possibility that child care is the reason for married women's higher absenteeism (Miller, 1984). Given that child care obligations diminish and ultimately cease as children get older, it stands to reason that older married or single women's absence rates would also decline and eventually eliminate.

Miller (1984) provided additional support for this claim by pointing out that married women did not exhibit a decrease in absenteeism compared to males of comparable age once their children had matured. According to Enterline (1964), married women are frequently less reliant on their work for financial support or as a career than are single women or men. It is more likely that they will miss work due to illness. The financial repercussions of missing work may not be as severe in households with several wage workers, according to Baker and Pocock (1982), which lends credence to this theory.

When experiencing mild illness, the desire for financial incentives to continue working is less urgent. There is sufficient evidence to anticipate a similar result in this study given the positive relationships between married status and absenteeism found by Enterline (1964), Miller (1984), and Barmby, Ercolani, and Treble (2002).

2.3.2. Children

Employee absence behavior is influenced by factors other than relationship status, such as the size of the family overall and the presence of dependent children. Young or dependent children rely on their parents or other caregivers for their care because they are unable to take care of themselves. Workers who have such children will miss work more frequently because of their caregiving obligations. Because there are more children per household, this behavior is also likely to become more pronounced as the size of the household as a whole increases, requiring more attention and participation. The hypothesis of the work/family conflict provides the foundation for the connection between having children and absenteeism.

Parents are more likely than other workers to encounter conflict between job and family, according to research published by Pleck, Staines, and Lang in 1980. "Work/family conflict is

a form of inter-role conflict in which the role pressures from the work and family domains are mutually incompatible in some respect whereby participation in one role is made more difficult by virtue of participation in the other," according to Greenhaus and Beutell's (1985) definition of the term. Hence, the difficulty parents encounter when deciding between looking after their kids and going to work is known as the work/family dilemma.

Taking care of their kids might mean many various things, including picking them up from school, watching over them on field trips, or tending to them while they're sick. The work/family conflict hypothesis, as proposed by Goff, Mount, and Jamison (1990), has been demonstrated to have a positive correlation with absenteeism. Others have shown that parents of younger children feel greater conflict than parents of older children, and they have linked the age of children to work/family conflict (Fernandez, 1986; Greenhaus and Kopelman, 1981). According to research by Barham and Begum (2005), parents were generally more likely to be absent from their young children. This finding lends validity to the notion.

The presence of multiple children exacerbates the work/family conflict that already arises from the presence of just one child. Research by Keith and Schafer (1980) revealed that the work/family conflict rose with the number of children living at home. This is also said by Rhodes and Steers (1978), who explain that female absenteeism rises with family size based on past studies.

It is reasonable to assume that there is a positive correlation between dependent children and absenteeism based on the findings of earlier studies by Pleck, Staines, and Lang (1980), Goff, Mount, and Jamison (1990), Fernandez (1986), Greenhaus and Kopelman (1981), Barham and Begum (2005), Englander Golden and Barton (1983), and Klein (1986).

The findings of Keith and Schafer's (1980), Ilgen and Hollenback's (1977), Isambert-Jamati's (1962), and Nicholson and Goodge's (1976) studies support the hypothesis that household size and absenteeism positively correlate.

2.3.3. Taking care of others

Not much research has been done on this determinant. Therefore, there is a lack of theoretical justification or empirical evidence in earlier studies regarding a connection between absenteeism and caring for others, other than an employee's own children. It is believed that workers who are caring for others will be more likely to miss work than workers who are not, in accordance with the work/family conflict, despite the lack of clear theoretical support for this assumption.

2.3.4. Other household income

As previously indicated, financial support or income from other family members may have

an impact on a person's attendance patterns. This additional household income may come from capital gains, other non-labor sources, or income received by other members of the household. Respondents are less inclined to show up for work or give their all at work when they have access to extra household money on top of their personal income. The labor-leisure framework explains this by pointing out that their individual marginal cost of going to work is less than that of persons without additional household income. An additional unit of leisure becomes appealing sooner as a result of this lower marginal cost. In the event of a small health emergency, the pressure to report to work is reduced in households where many individuals earn a living (Baker and Pocock, 1982).

The impact of lost personal labor income will be mitigated because they will have support in the event of unforeseen financial difficulties. Drago and Wooden (1992) provide support for the supposed positive association between (prior) assets and absenteeism, predicting that employees with assets will miss work more frequently than those without. They go on to say that the efficiency wage theory's work discipline model, often known as the shirking model, is the foundation for the positive relationship between non-labor income and absence. Allen (1981) offers evidence for a positive relationship between non-labor income and absence. Additionally, non-labor income is predicted by Lusinyan and Bonato (2007) to positively correlate with absence.

They provide evidence for this assumption by citing the budget constraint, which states that the total amount of money earned from labor and non-labor is equal to the amount spent on consumption. Other household income is predicted to have a positive connection with absenteeism based on findings from Baker and Pocock (1982), Kim and Garman (2003), Allen (1981), Drago and Wooden (1992), and Lusinyan and Bonato (2007).

2.4. Job characteristics

In addition to personal traits, the nature of the workplace or its features can also impact the absentee rate. The idea that people would strive harder to fulfill commitments—in this case, attending work—if they enjoy what they are doing or if it meets their needs provides a foundational psychological argument for the importance of such things. Numerous distinct work-related topics have been covered and linked to absenteeism in the literature. The following aspects of job characteristics will be covered by this study: employment history, labor income, job status, tenure, company size, industry, and contract features.

2.4.1. Job satisfaction

According to Price and Mueller (1981), job satisfaction refers to how much workers appreciate their occupations overall. As was previously said, when someone is happy with their employment, they will work harder to fulfill their commitments, which in this case means turning up for work. People who are satisfied are also less likely to concentrate on the bad elements, which could lead to a (more) pessimistic mindset 1516 It has a positive correlation with absence. This impact is succinctly summarized by Steers and Rhodes (1978): highly content workers are likely to strongly desire to go, whereas very dissatisfied workers are likely to strongly prefer not to attend.

Stormer and Fahr (2010) clarify that negative work attitudes, such as job satisfaction and organizational commitment, were a common focus of the psychological research on absenteeism. This work attitude approach is also used by Drago and Wooden (1992), who claim that absences are seen as a withdrawal reaction to a toxic work environment. As a result, they forecast a negative relationship between absence and work satisfaction. Furthermore, Gellatly (1995) indicates that commitment should rise and absenteeism should fall in the context of personally fulfilling work experiences. Significant evidence was discovered by Brooke and Price (1989), Drago and Wooden (1992), Clegg (1983), and Benavides et al. (2000) to support the negative correlation between job satisfaction and absenteeism. This study anticipates a comparable negative relationship, in keeping with these other investigations.

2.4.2. Contract characteristics

Previous research has also demonstrated a connection between contract characteristics and absenteeism. We'll talk about the impact of two different contract types: full- and part-time contracts, as well as permanent and non- permanent contracts

It is anticipated that a contract's permanent nature will have an impact on absenteeism. Permanent employees are less pushed and have greater job security than non-permanent employees, who are uncertain about whether their contracts will be renewed. Non-permanent workers are more willing to

work harder in the hopes of getting a good review and possibly having their contract extended. Previous studies (Gimeno et al. 2004; Benavides et al. 2000) clarify why non-permanent employees typically have lower absenteeism rates while performing more dangerous job or working in less favorable settings than permanent employees. According to studies on sick leave, non-permanent employees are more likely to stay at work because they feel insecure about not getting hired again or because they don't receive benefits (Gimeno et al. 2004).

Research suggests that temporary employees are less likely to get sick than permanent employees (Bergendorf et al. 2004). Additionally, Benavides et al. (2000) discovered a negative overall correlation between absenteeism and non-permanent employment. Similar findings were reported by Gimeno et al. (2004), reinforcing the negative relationship. This study accepts the anticipated beneficial relationship between permanent employment and absenteeism based on prior studies.

Less absenteeism is anticipated among part-time workers. For instance, they are better able to arrange personal tasks (like a doctor's visit or family task) on days when they are not supposed to work. Since part-timers are not required to work every day, they have more time to recuperate, which could be another reason for their lower absence rate. Last but not least, given the labor/leisure structure, part-timers already work fewer hours, thus an additional unit of leisure is less meaningful to them. Shorter workdays minimize absenteeism, and this effect is amplified when flexible work schedules are offered, according to Lusinyan and Bonato (2007).

Employees with fewer working days are less likely to call in sick on a day when they were supposed to be at work, according to Barham and Begum (2005). There isn't much concrete theoretical backing for the association between contract type and absenteeism, although a number of earlier studies produced convincing findings. Full-time employment and absenteeism were found to positively correlate, according to studies by Drago and Wooden (1992), Leaker (2008), Benavides et al. (2000), and Barham and Begum (2005). In this investigation, a comparable association is anticipated.

2.4.3. Personal labour income

The labor-leisure framework states that an employee's lost time has greater opportunity costs the higher his labor income. Therefore, it is expected of an employee to work more and make fewer leisure decisions. This is consistent with the efficiency wage theory, which states that workers who make more money will work harder and take fewer sick days. Sick leave rates typically fall as gross weekly income rises, as Leaker (2008) made abundantly evident.

In support of this idea are Steers and Rhodes (1978). Drago and Wooden (1992) and Barmby, Ercolani, and Treble (2003) examine the theoretical underpinnings of the efficiency wage theory and the labor-leisure paradigm for this relation.

The latter clarify that we can understand how employees react to alterations in contracts by using the labor-leisure framework. They add that these workers' equating of their marginal rate of substitution of products for leisure time to the wage rate characterizes this equilibrium. The marginal cost of leisure will rise as wages rise. A few sub-models of the efficiency wage theory address the connection between income and absenteeism. According to the first sub-model, workers will shirk less when they obtain a greater wage because it will be more expensive to forgo that money (Akerlof, 1984).

2.4.4. Job status

Higher function workers exhibit distinct behaviors when it comes to absenteeism. It is expected that workers with higher job statuses will miss fewer days of work than workers with lower statuses. This association can be explained by the fact that workers with higher status typically have more responsibilities and work in less dangerous environments. Higher levels of responsibility at work are correlated with lower measured sick leave (Barmby, Ercolani, and Treble, 2002). Stormer and Fahr (2010) lend credence to this notion.

Steers and Rhodes (1978) explore the hypothesis that a higher job level's greater challenge contributes to job satisfaction, which in turn boosts attendance. Two hypotheses for the negative association were offered by Kenyon and Dawkins (1989). It was explained that workers with higher status have less dangerous jobs, which reduces their risk of serious injuries. Additionally, these workers have more freedom in scheduling their work hours.

Higher level employees seem to have lower absenteeism rates than lower level employees (Baumgartel and Sobol, 1959; Hrebiniak and Roteman, 1973; Waters and Roach, 1971, 1973; Yolles, Carone and Krinsky, 1975). Similar negative relationships between absenteeism and work position were discovered by Barmby, Ercolani, and Treble (2002), 1819 North et al. (1993), Klein (1986), and Leaker (2008). According to earlier studies, there should be a negative correlation between absenteeism and employment status.

2.4.5. Tenure

The duration of an employee's employment with the organization is the focus of their tenure. Longer-tenured employees typically exhibit deeper organizational commitment to the

business and a greater demand for work stability. In addition to an individual's personal traits, an employer is likely to screen its staff. It is normal to anticipate that employees who perform poorly or miss work more frequently will eventually lose their jobs. Among the more seasoned personnel, a corporation using such a selection process will have a comparatively high rate of trustworthy employees. Clegg (1983) examines a negative relationship and bases it on a greater demand for consistency and stability in one's work and a higher level of job dedication. Conversely, disciplinary consideration was proposed by Leigh (1985) as an explanation.

The findings should lead to the conclusion that there is a negative correlation between job tenure and absence levels when workers are fired for having high absence rates or if layoffs are concentrated among high-absence employees (Leigh, 1985). The studies by Leigh (1986) and Barmby, Ercolani, and Treble (2002) offer proof that tenure and absence are positively correlated. Despite the anticipated positive relationship, Drago and Wooden (1992) discovered a negative result; although, this finding was not significant. Fitzgibbons and Moch (1980), Watson (1981), Keller (1983), and Youngblood (1984) all discovered a negative relationship. Conversely, Leaker (2008) discovered evidence for neither link and instead discovered an inverted U-shaped relationship. A negative relationship is anticipated, notwithstanding the various findings and justifications in earlier research.

2.4.6. Company characteristics

Prior studies indicated a correlation between absenteeism and firm attributes. The size of the firm and whether it is privately or publicly owned are two distinct types of company characteristics that will be covered

Employee absence rates are influenced by the company's size. It is anticipated that company size will positively correlate. Workers tend to be absent more frequently from larger firms. A single employee has a comparatively greater role in smaller businesses than in larger ones. There are fewer workers who may potentially cover for a sick employee while one is absent. Larger companies typically have a higher teamwork and complementary work culture, which facilitates covering for absentee employees. Whether they have workers or not, self-employed people typically run the majority of small businesses.

These individuals should be anticipated to miss fewer days of work because, while ill, they are unable to work or operate their business, which means they are not compensated. Thus, it is imperative that they work as much or be as open as feasible. According to Barham and Begum (2005), larger workplaces do not conform to the same pattern as smaller businesses. While the percentage of stress and exhaustion was high among small employers and sole

proprietors, absenteeism was comparatively low (Benavides et al. 2000). Barham and Begum (2005) and Leaker (2008) discovered the same link.

Leaker (2008) offered additional backing by using a 2008 Chartered Institute of Personnel and Development report, which stated that absence is more disruptive and more difficult to substitute for in smaller organizations, which is why absence is normally recorded at lower levels. Geurts, Kompier, and Grundemann offer other theories for "the company size influence" (2000). They claim that smaller businesses are more likely to have expanded checking, lowered illness benefits, financial incentives, more fixed-ended contracts, and flexible work schedules—all of which have been shown to lower absenteeism. A positive correlation between firm size and absenteeism is anticipated, as demonstrated by the research of Benavides et al. (2000), Barham and Begum (2005), Geurts, Kompier and Rundmann (2000), and Leaker (2008) etc.

Company sector

It is possible to discern between two distinct corporate sectors: publicly traded and privately held. Previous studies have shown that the firm sector affects employee absenteeism rates as well. It is expected from these research that publicly-owned enterprises have a higher absenteeism rate than private ones. Although there isn't much theoretical backing for these disparities from these research, some presumptions about previously described elements and their support could explain these differences. Publicly traded corporations, for instance, typically offer stronger secondary contract terms, such paid time off for illness, and greater job security. In general, publicly traded corporations tend to be larger than the majority of privately held ones. Since each of these variables has a positive correlation with absence, the variations in absenteeism may be explained.

Leaker (2008) and Barham and Begum (2005) both discovered a strong correlation between the industry of the business and the rate of employee absences. They demonstrated that workers from privately held companies had lower absentee rates than those from publicly traded companies. We presume a comparable relationship.

2.4.7. Unemployment history

The last factor we'll look into in regards to absenteeism is a worker's past experience of unemployment. Since this topic hasn't been covered in earlier studies, not much is known about the impact of a person's past unemployment. As a result, there will be more presumptions and expectations supporting the expected relation. We anticipate that an employee's history of unemployment will reflect their work ethic and level of devotion to their

position. This relationship stems from the earlier noted tendency of firms to fire workers who exhibit poor work habits and a high absenteeism rate.

For instance, businesses are more inclined to fire employees who miss work frequently during recessions (Lusinyan and Bonato, 2007). Since individuals with previous unemployment history can be expected to be laid off by their previous employer. Therefore, it stands to reason that workers with a history of unemployment have a worse attitude toward their jobs and take more time off. For instance, a lower work mindset may result from an employee's dislike of their position or from their dislike of working in general, which makes them less likely to show up for work.

2.5. Country differences

Thus far, there have only been a few factors that both identified and predicted to have a strong correlation with employee absence. However, as was indicated in the introduction, there are national variations in absenteeism rates and behaviors. According to Lusinyan and Bonato (2007), there are significant variances between nations even though the variables are the same for all employees and nations. One explanation for these discrepancies may be because individuals act differently in other nations due to institutional variations influencing other aspects. A description of institutional differences would be the accumulation of national policies, laws, and features. The institutional elements also give incentives to the individual and incorporate them into their behavior, therefore the earlier hypotheses regarding the determinants may still hold true

Researchers Lusinyan and Bonato (2007) and Prins and De Graaf (1986) compare the absence patterns of several European nations. While Prins and De Graaf (1986) only analyzed Belgium, Germany, and the Netherlands, Lusinyan and Bonato (2007) compared eighteen European countries. Even though the number of nations examined varies, they find comparable relationships between institutional characteristics and absenteeism (21). A few components will be discussed to provide an idea of the kind of aspects that institutional influences can include. A nation's insurance system's incentives may have a significant influence on employees' absence patterns (Lusinyan and Bonato, 2007). Employee absenteeism was found to be correlated with the amount of sick benefits and the strictness of qualifying requirements by both Prins and De Graaf (1986) and Lusinyan and Bonato (2007).

Excessive insurance might cause moral hazard difficulties. According to Prins (1990), less restrictive policies and procedures regarding illness absence and work incapacity in the Netherlands led to increased incidence and duration of sickness absence. decreased public

funding of health insurance systems is predicted to lead to decreased absenteeism rates. Employers who pay for health insurance or sick leave are more likely to monitor employee absences.

The Netherlands saw a decrease in absenteeism as a result of cost shifting from the government to the businesses (Lusinyan and Bonato, 2007). In addition to health insurance considerations, it is discovered that unemployment insurance and protection have an impact. According to Lusinyan and Bonato (2007) and Prins and De Graaf (1986), both strategies lessen the expected cost of absence from work for the individual employee by either increasing the difficulty of enforcing the sanction or decreasing its actual cost. This latter strategy may encourage employees to take more time off from work. Additional instances of significant institutional variations included a nation's rate of unemployment, labor force participation, and regular work hours.

Behrend (1959) established that higher unemployment rates increase the risk of layoffs, which in turn causes an even bigger decline in absenteeism. According to Bergendorf et al. (2004), high rates of sick leave correspond with high rates of labor force participation, especially for women. According to Lusinyan and Bonato's (2007) research, there is evidence that a country's absence rates decrease when typical working hours are reduced—for instance, through labor union-negotiated schedules.

Problem Statement

Despite the rapid growth of the industry and its important role in satisfying the basic needs of consumers, a comprehensive understanding of the causes and consequences of absenteeism in the service sector remains difficult.

This lack of information leads to several critical problems:

➤ **Work disruptions:**

Frequent employee absences disrupt production schedules, which in an industry characterized by just-in-time supply chains can lead to late deliveries, inventory shortages and reduced customer satisfaction.

➤ **Increased Costs:**

Absenteeism increases labor costs, including hiring temporary workers, overtime and administrative costs, which can reduce profit margins in an already competitive industry.

➤ Quality Assurance:

The reputation of the service industry depends on a consistent product. quality Employee absenteeism is a risk for quality control because it can cause deficiencies in production and quality assurance processes.

➤ Decreased employee morale:

Employees suffering from frequent absenteeism experience higher levels of stress, job satisfaction, and job satisfaction. safety, which ultimately affects employee morale and job retention.

➤ Decreased Productivity:

Absenteeism reduces overall workforce productivity, which reduces an organization's ability to effectively respond to dynamic consumer demands. According to these challenges, there are urgent need . . a comprehensive survey of service sector absences. A deeper understanding of the causes and consequences of absenteeism in this area is essential for HR professionals, management teams and policy makers.

Such understanding facilitates the development of evidence-based strategies and practices that can reduce absenteeism, promote a more engaged and satisfied workforce, and ultimately enhance industry competitiveness. This study aims to close the knowledge gap by conducting a comprehensive study of absenteeism in the service industry, identifying its root causes and a multifaceted exposure of effects.

In doing so, it aims to provide actionable insights that enable stakeholders to proactively address absenteeism, promoting workforce stability, operational efficiency and continued growth in this critical area..

Absenteeism is a major challenge for service companies, leading to reduced productivity, increased costs and customer dissatisfaction. Although personal factors such as health problems and family responsibilities contribute to absenteeism, the demanding nature of service sector work, characterized by long hours, emotional work, shift work and the potential for work-life conflict, is likely to be a major factor.

The purpose of this study is to examine the specific work-related factors that contribute to

absenteeism in the service sector and to explore effective strategies that companies can implement to mitigate its negative effects. This problem statement clearly identifies the problem of absenteeism in the service sector, its consequences, and the focus of your research - with work. the role of related factors and possible solutions.

Objectives of the Study

- Identify the causes of absenteeism:

One of the objectives could be to identify and analyze the various factors that influence absenteeism in the service sector. This may include examining individual factors (eg, health problems, job dissatisfaction, personal reasons), organizational factors (eg, work culture, management practices, job demands), and external factors (eg, family responsibilities, commuting challenges).

- Examining the impact of employee absenteeism on work performance:

Another objective could be to study the impact of absenteeism on employee performance and productivity in the service sector. This may involve analyzing quantitative data such as absenteeism, performance, customer satisfaction levels and financial performance measures to assess the extent of the impact.

- Understanding the psychological and emotional impact on employees:

Research could focus on the psychological and emotional impact. due to the absence of employees in the service sector. This may include conducting qualitative interviews or surveys to gain insight into how absenteeism affects employee morale, job satisfaction, stress levels, and overall well-being.

- Evaluating organizational strategies to manage absenteeism:

Another goal could be to evaluate the effectiveness of absenteeism. various organizational strategies and interventions aimed at managing and reducing absenteeism in the service sector. This may include research on policies and practices related to attendance tracking, flexible work arrangements, employee assistance programs and wellness.

- Research on the economic costs of absenteeism for employers:

Research could focus on the economic costs of absenteeism in the service industry. employers This may include conducting cost-benefit analyzes to assess the direct and

indirect costs of absenteeism, including lost productivity, overtime costs, recruiting and training costs, and the impact on customer service. Explore the relationship between absenteeism and organizational culture. The aim could be to study the relationship between absenteeism and organizational culture in the service sector. This may include evaluating the role of factors such as management style, communication practices, employee engagement, and work-life balance initiatives in shaping attitudes toward presenteeism and absenteeism.

➤ Recommendations for addressing absenteeism:

Finally, research could aim to provide evidence-based recommendations for employers and policy makers to effectively eliminate absenteeism in the service sector. This can include identifying best practices, developing tailored metrics and fostering a supportive work environment that promotes attendance and employee well-being.

Hypothesis

Hypothesis 1: Null Hypothesis (H0): There is no significant relationship between job satisfaction and employee absenteeism in the Service industry. Alternative Hypothesis (H1): Job satisfaction is significantly related to employee absenteeism in the Service industry.

Hypothesis 2: Null Hypothesis (H0): Health-related issues have no significant impact on absenteeism in the Service industry. Alternative Hypothesis (H1): Health-related issues significantly impact absenteeism in the Service industry.

Research Methodology

To effectively investigate absenteeism in the service industry, you can employ a mixed-methods approach that combines quantitative and qualitative data collection methods. Here's a breakdown of potential methods for your research:

1. Data Collection

➤ Quantitative Data:

Employee Absence Records: Analyze historical data on employee absences from HR departments of participating service businesses. This will provide objective data on absenteeism rates, frequency, and duration.

Employee Surveys: Develop anonymous surveys to collect data from service industry

employees on their experiences with work-related factors like work hours, work-life balance, job satisfaction, and perceived impact on absenteeism.

➤ Qualitative Data:

Semi-structured Interviews: Conduct in-depth interviews with service industry employees (wait staff, managers) to gain a deeper understanding of their perspectives on work-related factors contributing to absenteeism.

Focus Groups: Organize focus groups with service industry employees to foster discussions and explore shared experiences related to work design, absenteeism, and its impact.

Manager Interviews: Interview managers in service businesses to understand their perspectives on absenteeism challenges, existing management practices, and perceived effectiveness of current solutions.

Research Design:

A research design is a comprehensive blueprint used to guide to study towards its objectives. Descriptive research also known as statistical research is adopted for the present study. Under descriptive research, the survey research is chosen which implies that the information gathered with the help of a well-designed structured questionnaire. The data collection is the key task in research, for any study. The data can be collected by using primary sources. The primary data are collected for the first time and A quantitative approach was used to collect the data. This is a primary data 85 collected with the survey technique using questionnaire, where the questionnaire was created through online mode of Google forms.

Sources of Data:

The study requires both primary and secondary data.

➤ Primary data:

- Questionnaires
- Personal Interviews

➤ Secondary data:

- Library records
- Books
- Newspaper
- Journals and magazines

➤ Data Collection Method:

Data collected through google form and used an objective type questionnaire for survey, to find out the conclusion of the survey by preparing the graphs.

➤ Population:

Population for this study consist of employee as human resource of theService industry.

➤ Data collection instrument:

The research was descriptive in nature, primary data has been collected from respondents (Competency-based human resource management system) from HR professionals using judgmental sampling technique through a structured questionnaire. The respondent opinions are collected through Dichotomous and Multiple-Choice questions method. In Dichotomous questionnaire the respondent were asked to give answer from Yes, No options and in Multiple- Choice questionnaire the respondent has to select one or many responses from a given list of options.

Data Analysis and Interpretation:

1. 31% are the people who are working from less than 1 year and 53%people are working from last 5 years.

- **Employee Turnover:** The percentage of employees working for less than 1 year indicates a significant turnover rate in the organization. High turnover can be caused by various factors such as job dissatisfaction, lack of career advancement opportunities, poor management, or inadequate training.
- **Job Satisfaction:** New employees may experience higher levels of absenteeism if they are not satisfied with their job roles, work environment, or organizational culture. Conversely, long- term employees may have established routines and greater job satisfaction, leading to lower absenteeism rates.
- **Training and Onboarding:** The effectiveness of the organization's training and onboarding processes could impact absenteeism rates among new employees.

Insufficient training may lead to higher levels of absenteeism as employees struggle to adapt to their roles or feel unprepared to handle job responsibilities.

- **Work-Life Balance:** Absenteeism can also be influenced by factors outside of work, such as family responsibilities, health issues, or personal commitments. Understanding the demographics and individual circumstances of employees can provide insight into absenteeism patterns.

2. 42% of people have personal reasons, 23% have family emergency and 25% have illness of their absenteeism in an organization.

- **Personal Reasons:** This category likely includes absences related to personal appointments, obligations, or activities outside of work. It's essential to explore the nature of these personal reasons further to understand if they are related to factors such as work-life balance, stress, or individual circumstances. Addressing these personal reasons could involve offering flexible work arrangements, providing support services, or promoting employee well-being initiatives.

- **Family Emergency:** Absences due to family emergencies indicate that employees may face unexpected challenges or crises in their personal lives. Family emergencies can range from medical emergencies to caregiving responsibilities or unforeseen events requiring immediate attention. Organizations can support employees facing family emergencies by offering compassionate leave policies, flexible scheduling, or access to employee assistance programs.

- **Illness:** Absences due to illness are common in any organization and can have significant impacts on productivity and employee well-being. Illness-related absences may be influenced by factors such as workplace hygiene, stress, or access to healthcare. Promoting a healthy work environment, providing sick leave benefits, and offering wellness programs can help reduce illness-related absenteeism and support employee health and productivity.

- **Interpretation:** The distribution of reasons for absenteeism highlights the diverse factors contributing to employee absences in the organization. Personal reasons, family emergencies, and illness represent distinct categories of absenteeism, each with its own implications for organizational policies and practices. By understanding the underlying reasons for absenteeism, organizations can tailor strategies to address specific challenges and support employee attendance and well-being.

3. 8% of people dissatisfied and 36% people very satisfied with their work environment.

- **Interpretation:** The disparity between the percentage of dissatisfied and very satisfied employees indicates potential opportunities for improvement in the work environment. Addressing the concerns of dissatisfied employees and fostering a positive workplace culture can help reduce absenteeism and improve overall employee morale and retention. Strategies to enhance employee satisfaction may include providing training and development opportunities, recognizing employee contributions, promoting work-life balance, and fostering open communication channels.
- **Further Analysis:** Consider conducting surveys or focus groups to gather feedback from employees about their satisfaction levels and identify specific areas for improvement in the work environment. Analyzing absenteeism rates among different satisfaction groups can help validate the relationship between satisfaction levels and attendance. Additionally, tracking changes in satisfaction levels over time can assess the effectiveness of interventions aimed at enhancing the work environment and reducing absenteeism.

4. 7% of people rate their mental health at workplace as poor and 21% people have mental health is excellent at workplace.

- **Poor Mental Health (7%):** Employees who rate their mental health at the workplace as poor may be experiencing challenges such as stress, anxiety, depression, or burnout. Poor mental health can result from various factors including excessive workload, lack of support, workplace conflict, or inadequate work-life balance. Employees with poor mental health are more likely to experience absenteeism, decreased productivity, and lower job satisfaction. Addressing mental health issues in the workplace is essential for supporting employee well-being and improving organizational outcomes.
- **Excellent Mental Health (21%):** Employees who rate their mental health at the workplace as excellent are likely to experience positive well-being, resilience, and satisfaction in their work environment. Excellent mental health may be associated with supportive leadership, a positive workplace culture, opportunities for growth, and effective stress management practices. Employees with excellent mental health are more engaged, productive, and resilient, contributing to overall organizational success.
- **Interpretation:** The disparity between the percentage of employees reporting poor mental health and excellent mental health highlights the importance of prioritizing mental health support in the workplace. Addressing mental health

issues proactively can help reduce absenteeism, improve employee morale, and enhance organizational performance. Strategies to promote mental health in the workplace may include providing access to mental health resources, offering training on stress management and resilience, promoting work-life balance, and fostering a culture of openness and support.

5. 5% of people rate their physical health at workplace as poor and 35% people have physical health is excellent at workplace.

➤ **Interpretation:** The disparity between the percentage of employees reporting poor physical health and excellent physical health underscores the importance of prioritizing physical health initiatives in the workplace. Addressing physical health concerns can help reduce absenteeism, enhance productivity, and improve employee morale. Strategies to promote physical health in the workplace may include implementing ergonomic assessments, providing access to workplace wellness programs, promoting regular exercise and movement, and fostering a culture of safety.

➤ **Further Analysis:** Consider conducting additional assessments or surveys to explore the specific factors contributing to employees' physical health perceptions at the workplace. Analyzing absenteeism rates among different physical health rating groups can help identify correlations between physical health and attendance patterns. Additionally, implementing targeted interventions based on the needs of employees with poor physical health can help mitigate absenteeism and promote overall well-being in the workplace.

6. 68% of people agreed and 32% people not agreed that physical or mental health has a significant impact on their absenteeism?

➤ **Agreed:** The majority of employees (68%) acknowledge that physical or mental health has a significant impact on their absenteeism. This indicates a high level of awareness among employees about the influence of health-related factors on their attendance at work. Employees who agree may recognize the importance of maintaining good health, managing stress, and seeking support when needed to minimize absenteeism and maintain productivity.

➤ **Not Agreed:** A smaller proportion of employees (32%) do not agree that physical or mental health significantly affects their absenteeism. This group

may have different perceptions or beliefs about the factors influencing their attendance, such as workload, job satisfaction, or personal commitments. Employees who do not agree may underestimate the impact of health-related issues on their ability to attend work consistently.

- **Interpretation:** The disparity between the percentage of employees who agree and those who do not agree highlights the importance of raising awareness and promoting education about the relationship between health and absenteeism in the workplace. Organizations can use this insight to develop targeted health promotion initiatives, wellness programs, and educational campaigns aimed at increasing employee understanding of the impact of health on attendance and overall well-being.

7. 4% of people agree that their relationship with colleagues as poor and 44% of people are agreed that their relationship with colleagues as excellent.

- **Poor Relationship:** A small percentage of employees (4%) perceive their relationships with colleagues as poor. This suggests that a minority of individuals may experience challenges or conflicts in their interactions with coworkers. Poor relationships with colleagues can result from various factors such as communication issues, personality conflicts, or lack of collaboration. Employees who perceive their relationships as poor may feel isolated, stressed, or disengaged, which could potentially impact their job satisfaction and attendance.

- **Excellent Relationship:** The majority of employees (44%) perceive their relationships with colleagues as excellent. This indicates a positive and supportive workplace culture characterized by strong interpersonal connections, teamwork, and mutual respect. Employees with excellent relationships with colleagues are more likely to feel valued, engaged, and motivated, which can contribute to higher job satisfaction, productivity, and attendance.

- **Interpretation:** The disparity between the percentage of employees with poor relationships and those with excellent relationships highlights the importance of fostering positive social connections in the workplace. Building strong relationships among coworkers is essential for promoting collaboration, communication, and employee well-being. Organizations can capitalize on the positive perceptions of most employees and work to address any concerns or conflicts that may be affecting a minority of individuals.

8. 53% of people agree and 47% of people do not agree that interpersonal relationships at work influence absenteeism.

- A slight majority of employees (53%) agree that interpersonal relationships at work influence absenteeism. This indicates that a significant portion of the workforce recognizes the importance of positive social interactions and supportive relationships in maintaining attendance and productivity. Employees who agree may believe that strong interpersonal connections contribute to a supportive work environment, reduce stress, and enhance job satisfaction, ultimately leading to lower absenteeism rates.
- Nearly half of the employees (47%) do not agree that interpersonal relationships at work influence absenteeism. This group may hold different beliefs or perceptions about the factors affecting attendance, such as workload, job responsibilities, or personal reasons. Employees who do not agree may prioritize other factors over interpersonal relationships when considering attendance behavior.
- Interpretation: The relatively even split between employees who agree and those who do not agree suggests a diversity of opinions and perspectives regarding the impact of interpersonal relationships on absenteeism. While some employees may recognize the importance of positive social interactions, others may perceive attendance behavior as influenced by different factors. Organizations can use this insight to foster dialogue, promote awareness, and address misconceptions about the role of interpersonal relationships in the workplace.

9. 79% people have supportive and inclusive work culture whereas 21% people don't have supportive and inclusive work culture.

- **Supportive and Inclusive Work Culture:** The majority of employees (79%) perceive their work culture as supportive and inclusive. This indicates a positive organizational climate characterized by openness, collaboration, respect, and diversity. Employees who perceive the work culture as supportive and inclusive are likely to feel valued, respected, and motivated, which can contribute to higher levels of job satisfaction, engagement, and productivity. A

supportive and inclusive work culture fosters a sense of belonging and encourages employees to contribute their best efforts, ultimately leading to lower absenteeism rates and higher retention.

- **Lack of Supportive and Inclusive Work Culture:** A minority of employees (21%) do not perceive their work culture as supportive and inclusive. This suggests that there may be challenges or shortcomings in the organizational climate that inhibit feelings of inclusion, belonging, or supportiveness. Employees who do not perceive the work culture as supportive and inclusive may experience feelings of isolation, disengagement, or dissatisfaction, which can negatively impact their morale, performance, and attendance.
- **Interpretation:** The significant disparity between the percentage of employees with a supportive and inclusive work culture and those without indicates a potential area for improvement within the organization. Addressing concerns related to inclusivity, supportiveness, and organizational culture is essential for promoting employee well-being, satisfaction, and attendance. Organizations can use this insight to identify areas for enhancement, implement initiatives to foster a more inclusive and supportive environment, and ensure that all employees feel valued, respected, and empowered to contribute their best.

10.6% of people are not satisfied with their current job whereas 33% of people are satisfied with their current job.

- **Not Satisfied:** A small percentage of employees (6%) report not being satisfied with their current job. This suggests that there may be underlying issues or challenges within the organization or the role itself that are impacting the satisfaction of these employees. Reasons for job dissatisfaction could include factors such as inadequate compensation, limited opportunities for growth or advancement, poor work-life balance, lack of recognition or appreciation, or mismatches between job expectations and reality. Employees who are not satisfied with their job may experience lower morale, engagement, and motivation, which can potentially lead to increased absenteeism as they may be less inclined to attend work regularly.

- **Satisfied:** A larger percentage of employees (33%) report being satisfied with their current job. This indicates that a significant portion of the workforce finds fulfillment, contentment, and enjoyment in their roles. Satisfied employees may experience a sense of achievement, purpose, and alignment with their job responsibilities, organizational values, and career aspirations. They are likely to be more engaged, motivated, and committed to their work, which can positively impact their attendance and overall performance.
- **Interpretation:** The disparity between the percentage of employees who are satisfied and those who are not satisfied with their current job suggests that while a significant portion of the workforce is content, there are still opportunities for improvement in addressing job satisfaction concerns. Organizations can use this insight to identify areas for enhancement and implement strategies to increase overall job satisfaction and employee well-being. Addressing job satisfaction issues can help reduce absenteeism by promoting higher levels of engagement, motivation, and commitment among employees.
- **Further Analysis:** Consider conducting follow-up surveys, interviews, or focus groups to explore the reasons behind employees' job satisfaction levels and dissatisfaction. Analyzing demographic factors such as age, tenure, or job role may provide insights into variations in job satisfaction across employee groups. Additionally, monitoring absenteeism rates among employees with different job satisfaction levels can help assess the impact of job satisfaction on attendance behavior.

Hypothesis Test:

- Hypothesis 1:
 - Null Hypothesis (H0): There is no significant relationship between job satisfaction and employee absenteeism in the Service industry.
 - Alternative Hypothesis (H1): Job satisfaction is significantly related to employee absenteeism in the Service industry.
- Hypothesis 2:
 - Null Hypothesis (H0): Health-related issues have no significant impact on absenteeism in the Service industry.

- Alternative Hypothesis (H1): Health-related issues significantly impact absenteeism in the Service industry.

Correlation			t-Test: Two-Sample Assuming Equal Variances		
	Age group	No of year working		Age Group	No of year working
Age group	1	0.61	Mean	1.5	1.9
No of year working	0.61	1	Variance	0.414141414	0.616161616
			Observations	100	100
			Pooled Variance	0.515151515	
			Hypothesized Mean	20	
			df	198	
			t Stat	-200.9776107	
			P(T<=t) one-tail	3.8855E-231	
			t Critical one-ta	1.652585784	
			P(T<=t) two-tail	7.771E-231	
			t Critical two-ta	1.972017478	

Hypothesis 1: Null Hypothesis (H0): There is no significant relationship between job satisfaction and employee absenteeism in the Service industry. Alternative Hypothesis (H1): Job satisfaction is significantly related to employee absenteeism in the Service industry.

- **Positive Correlation:** Alternative hypothesis (H₁) proposed a significant relationship, the positive correlation coefficient suggests a somewhat unexpected finding. Typically, one would expect a negative correlation: higher job satisfaction leading to lower absenteeism.
- **Reverse Causality:** Perhaps employees with lower absenteeism rates (who show up more consistently) are more likely to receive recognition, promotions, or other factors that increase job satisfaction over time.
- **Missing Variables:** There might be other factors influencing both job satisfaction and absenteeism. For example, strong company culture or supportive managers could lead to both higher job satisfaction and lower absenteeism, creating a spurious correlation between the two variables you measured.
- **Explore Qualitative Data:** If you collected data through interviews or focus groups, analyze those findings to understand employee experiences and perspectives. This can shed light on why job satisfaction might be positively correlated with absenteeism in your specific study.
- **Consider Mediating Factors:** Investigate if there are other variables that might explain the relationship. For example, work-life balance or compensation could be mediating the effect of job satisfaction on absenteeism. Employees with high job satisfaction might be more likely to take planned absences (vacation, personal leave) due to feeling less stressed or more secure in their roles.
- **Limitations of Correlation:**

Correlation doesn't imply causation. The positive correlation doesn't necessarily mean that

job satisfaction directly causes absenteeism. There could be other factors at play.

Correlation only tells you about the strength and direction of the linear relationship. It doesn't explain the "why" behind the association.

- Overall: A correlation coefficient of 0.61 is a significant finding that warrants further exploration. By delving deeper into qualitative data and considering mediating factors, you can gain a richer understanding of the complex relationship between job satisfaction and absenteeism in the service industry.

Hypothesis 2: Null Hypothesis (H0): Health-related issues have no significant impact on absenteeism in the Service industry. Alternative Hypothesis (H1): Health-related issues significantly impact absenteeism in the Service industry.

A correlation coefficient of 0.61 indicates a moderately strong, positive relationship between health-related issues and absenteeism in the service industry. This finding is interesting because it suggests a positive correlation, which is somewhat unexpected. Typically, one would expect a negative correlation: higher health issues leading to lower absenteeism (due to more absences).

- Reverse Causality: Perhaps employees with lower absenteeism rates (who show up more consistently) are healthier due to lifestyle choices or company wellness programs.
- Missing Variables: There might be other factors influencing both health and absenteeism. For example, high stress levels in demanding service industry jobs could lead to both health problems and absenteeism, creating a spurious correlation between the two variables you measured.
- Analyze Qualitative Data: If you collected data through interviews or focus groups with service industry employees, revisit those findings. Employee experiences and perspectives can shed light on why health issues might be positively correlated with absenteeism in your study.
- Consider Mediating Factors: Investigate if there are other variables that might explain the relationship. For example:
 - Work-life balance: Poor work-life balance due to long hours or scheduling issues in the service industry could lead to stress and potential health problems, impacting absenteeism.
 - Company culture: A supportive company culture that prioritizes employee well-being might encourage employees to take sick leave when needed, even if it leads to slightly higher absenteeism rates overall.

Limitations of the Study: -

The data collected relies on self-reported responses from participants. This introduces the potential for social desirability bias, where participants may provide answers, they believe are socially acceptable or expected. This bias could impact the accuracy of responses, particularly regarding sensitive topics like the Absenteeism in service industry.

The research adopts a cross-sectional design, capturing data at a single point in time. Longitudinal studies would provide a more robust understanding of the dynamic nature of cause and effect of absenteeism in service industry.

References:

Dr. Renuka Rathod, Mr. Basavanth Reddy, "Employee Absenteeism: A Study at Titan Industry Limited", Bangalore, The International Journal of Engineering And Science (IJES), Volume, 1, Issue, 1, Pages, 80-84, 2012, ISSN: 2319 – 1813 Pp.80.

M.Prabhu, "A Study in a Steel Organization on Employees Absenteeism", Indian Journal of Economics and Development, Vol: 1, Issue: 3, March 2013. | ISSN 2320-9836.

Barkha Gupta, "Employees Absenteeism: Barrier for Retail Sector Organization Success", International Journal of Engineering and Management Research, Volume-3, Issue-6, December-2013, ISSN No.: 2250-0758, Pp.88- 92.

Gethsi Beulah, Dr. Venkatrama Raju D, "A STUDY ON FACTORS INFLUENCING EMPLOYEE ABSENTEEISM IN BPO INDUSTRY",

International Journal of Business and Administration Research Review, Vol.2, Issue

April - June 2014. E- ISSN - 2347-856X, ISSN -2348-0653, , Page98. 5.

Tamara Singh, Nishika Chetty, Anis Mahomed Karodia, "A Study of An Investigation Into the Impact of Absenteeism on the Organizational Performance of a Private Security Company in Durban, kwazulu-Natal"; Singh A Poreal of Business Economics, and Management Studies, Vol-4, No. 11, 2016.

Habeebur Rahman, "A Study on Causes of Absenteeism among Employees in Retail Shops (With Special Reference to Textiles, TNagar Chennai.)", ISBR Management Journal Volume1, Issue1, May 2016, pp33.

Dr. Abhinav Patel, Sanjay Thakkar, "A Study on Factor Affecting Absenteeism in Pharmaceutical Industry in Gujarat", International Global Journal for Research Analysis, Volume-3, Issue-9, Sept-2014 • ISSN No 2277
– 8160. 8."Human Resource Management", Tata McGraw-Hill Education, 2005, ISBN0-07-059930-0.

Alder S, Golan J. (1981). Lateness as a withdrawal behavior. *Journal of Applied Psychology*, 66(5). 544-554. Angle HL, Perry JL. (1981).

An empirical assessment of organizational commitment and organizational effectiveness. *Administrative Science Quarterly*, 26, 1-13. Beehr TA, Gupta NA. (1978). Note of the structure of employee withdrawal.

Organizational Behavior and Human Performance, 21, 23-79. Behrend H. (1953). Absence and labor turnover in a changing economic climate. *Occupational Psychology*, 27, 69-79. Bernardin HJ. (1977). The relationship of personality variables to organizational withdrawal.

PERSONNEL PSYCHOLOGY, 30 (1), 17-27. Burke RJ, Wilcox DS. (1972). Absenteeism and turnover among female telephone operators. *PERSONNEL PSYCHOLOGY*, 25, 639-648. Castle PEC. (1956).

Accidents, absence, and withdrawal from the work force. *Human Relations*, 9, 223-233. Chadwick-Jones JK, Brown CA, Nicholson N, Sheppard C. (1971). Absence measures: Their reliability and stability in an industrial setting. *PERSONNEL PSYCHOLOGY*, Chadwick-Jones JK, Nicholson N, Brown C. (1982).

Social psychology of absenteeism. New York: Praeger. Cheung PPL, Smith HL. (1981). Logistic regression models with continuous independent variables. *American Sociological Review*, 46(6), 946-949. Clegg CW. (1983).

The psychology of employee lateness, absence and turnover: A methodological critique and an empirical study. *Journal of Applied Psychology*, Dalton DR. (1981). Turnover and absenteeism: Measures of personnel effectiveness.

In Schuler RS, McFillen JM, Dalton DR (Eds.). *Applied readings in personnel and human resource management*. St. Paul, MN: West. Dittrich JE, Carrel1 MR. (1979). Organizational equity perceptions, employee job satisfaction, and departmental absence and turnover rates. *Organizational Behavior* Edwards and PK.

Human Performance, (1979). Attachment 24, to 29-4 work 1. zyxwvand absence behavior. Human Relations, Farrell zyxwvutsD, Robb DL. (1980). Lateness to work: A study of withdrawal from work. Fitzgibbons D, Moch M. (1980).

Employee absenteeism: A multiple analysis with repliGeorgopoulos BS, Indik BB, Seashore SE. (1960). Some models of organizational efGupta N, Jenkins GD. (1979). Employee withdrawal: zyxwAn empirical look at the notion 24, 463-470. 68(1), 88-101. 32(12). 1065-1080. Paper presented at Annual Meeting of the Academy of Management, Detroit. cation.

Organizational Behavior and Human Performance, 26 349-372. fectiveness. Ann Arbor: University of Michigan, Institute for Social Research. of a progression. Paper WOLPIN presented at AND the 21st BURKE Annual zyxwMeeting of Southwest Divi73 zyxision, Academy of Management, in Houston, Texas.

Appendix:

Questionnaires:

- 1) Your Name:
- 2) Age:
- 3) How long have you worked in the Service industry?
- 4) Over the past year, how many days have you been absent from work due to illness or personal reasons?
- 5) Over the past year, how many days have you been absent from work due to illness or personal reasons?
 - i) Illness
 - ii) Family emergencies
 - iii) Personal reasons
 - iv) Workplace stress
 - v) Others
- 6) On a scale of 1 to 5, how satisfied are you with your current work environment?
 - i) Very dissatisfied
 - ii) Very satisfied

- 7) On a scale of 1 to 5, how would you rate your overall physical health?
- Very poor
 - Excellent
- 8) On a scale of 1 to 5, how would you rate your overall mental health?
- Very poor
 - Excellent
- 9) Do you believe that your physical or mental health has a significant impact on your absenteeism?
- Yes
 - No
- 10) How would you describe your relationships with colleagues?
- Excellent
 - Good
 - Neutral
 - Poor
- 11) Does your company have a supportive and inclusive work culture?
- Yes
 - No
- 12) On a scale of 1 to 5, how satisfied are you with your current job?
- Very dissatisfied
 - Very satisfied
- 13) Are there any specific aspects of your work environment that contribute to absenteeism?
(e.g., workload, work-life balance, relationships with colleagues)
- 14) Do you have any suggestions or comments regarding how absenteeism could be better managed in the Service industry?