

A STUDY ON EMPLOYEE ABSENTEEISM AT CHARIOT BEACH RESORT A UNIT OF HOTEL RADHA PVT. LTD., MAHABALIPURAM.

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ABSTRACT

The economic viability and success of a hotel depends on the optimization of all resources, including Human Resources (HR). Absenteeism is an occurrence that can have a significant negative impact on optimizing HR in Chariot Beach Resort A Unit Of Hotel Radha Pvt. Ltd. The objective of this study is to identify the factors that contribute to employee absenteeism, as well as describing the hotel employers' perceptions of employee absenteeism. A quantitative research approach was followed in this study. A survey questionnaire was developed in order to collect data from 60 Samples, in hospitality department at chariot Beach Resort. The findings reveal that absenteeism is mainly due to family responsibilities including child care, other causes identified were strikes, fatigue, transport problem and genuine illness. It is evident from the findings that delivery of quality services can be affected negatively, due to abuse of sick leave and the cost associated with absenteeism. The results of this research project will contribute by creating an awareness of the negative impact that absenteeism has on the hotel and what employers could do to improve employee attendance.

Key words: *Survey, absenteeism, hotel and employers*

INTRODUCTION

It is considered that sporadic or continuing absences from work, whether they are justified or not, create a bad group atmosphere which reduces the quality of service of the professionals (Coughlan Clark & Oswald 2004). Moreover, the absence of colleagues from the team will mean an increase in the workload of the employee who is not absent (Renuka Rathod & Basavanth Reddy 2012). Registered absenteeism has a psychosocial basis in which there are problems between the individual, the job and the quality of service requirements of the company (Vishnupriya *et al.*, 2012) (Akpan 2013). This research studies the absentee behavior in the hotel and catering industry

The results show that over the period between 2001 and 2013, some new systems have appeared for assessing and recording absenteeism behavior at work, some of them based on new multi-tool technologies (Gethsi Beulah & Venkatrama Raju 2014). Despite employing sophisticated instruments and monitoring technologies, these are not yet effective enough to obtain relevant information that can relate the motivations for the absenteeism behavior with the skills, job content, context and other individual organizational variables (Hone 1968). Additionally, tests, self-records, external records and self-assessment surveys are useful for obtaining information on behavioral and individual variables such as the skills required in the workplace, the climate of the Team comprehensive leadership and individual differences (Jacobson & Stephen 1989). And hence the impact of absenteeism can be minimized using different strategies: improving the processes of recruitment, selection and training of employees as much as possible and assessing individual differences and their contextual variables that are related to a better quality of service (Muchinsky 1977).

Industrial Profile: The hotel industry is one of the most important components of the wider service industry, catering for customers who require overnight accommodation. It is closely associated with the travel industry and the hospitality industry which links to those other service industry sectors, and the range of hotel and guest accommodation types that exist.

Background of Organization: Hotel Radha Private Limited (Chariot Beach Resort) has invested and committed huge resource towards setting up of a corporate teams and Service teams to enquire customer demand and their detail. The Directors Acquired the land 45 Acres in the year 1991 and started the construction in the year 2000 after taking all sanction successfully completed it in the year 2006. The inventory of 71 has been classified in to 35 rooms and 36 cottages. Further it has been classified into 8 various categories of room sand cottages to cater to the need soft he guests. A coffee shop cum multi cuisine restaurant and a bar has been added as dining facilities to the guests. Three conference halls have been included to attract residential conference segment as a part of business.

OBJECTIVES OF THE STUDY

- To measure the employees absenteeism level.
- To identify the reasons for absenteeism.
- To identify steps required to decrease the rate of absenteeism.
- To identify factors that motivates the employees, which minimize absenteeism.

RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem is the process of conduction of the study (Arnell & Brown 2012). The researcher has followed the following methodology to collect and analyse the necessary data and to draw useful inference. Here the researcher was done the analysis only the dealers of FMCG with special reference to Coimbatore District.

Sampling unit: The study was conducted with respect to hospitality staffs of Chariot Beach Resort.

Sampling size: A total of 60 Employees are selected for the study.

Sampling procedure: The sample procedure adopted for the study was Simple Random Sampling Method was selected as the population for study is Employees of Hotel Radha Pvt. Ltd. which comes around 150.

Tools user for analyses and interpretation: Parametric and non-parametric

Source of data: Both the primary data and the secondary data are taken into Account for the purpose of the study.

DATA ANALYSIS AND INTERPRETATION

From the above table 1, it is inferred that 48% of respondents are in the Age Category of 21-30 years, 31% of respondents are in the age category of 31-40 years, 15% of respondents are in the Age category of 41-50 years and only 5% are in the category of above 50 years of age. From the table 2, it is inferred that 60% of respondents are Male, 40% of the respondents are female. From the table 3, it is inferred that 38.3% of the respondents are in the category education up to 12th, 43.3% respondents having studied upto UG, 11.7% of the respondents have finished their PG, 3.3% of respondents have finished their Professional Education, 3.3% of respondents have finished other type of education like diploma. From the table 4, it is inferred that 56.7% of respondents are married, 43.3% of respondents are unmarried. From the table 5, it is inferred that 33.3% of respondents are in the category of having 3 members in a family, 48.3% of respondents are in the category of 3-4members in a family, 11.7% of respondents are in the category of 6-8members in the family, 6.7% of respondents are in the category of 9 and above members in the family. From the table 6, it is inferred that 26.7% of respondents are in the category of upto Rs. 8000, 38.3% of respondents are in the category of Rs. 8001-10000, 13.3% of respondents are in the category of Rs.10001-15000, 21.7% of respondents are in the category of Rs. 15001 above. From the table 7, it is inferred that 35.0% of respondents are in the category of having up to 3 years of experience in hotel Radha, 28.3% of respondents are in the category of 3-5 years, 21.7% of respondents are in the category of 5-7 years, 1.7% of respondents are in the category of 7-9 years, 13.3% of respondents

are in the category above 9 years. From the table 8, it is inferred that 45.0% of respondents are in the category of below 10 kms, from hotel Radha, Madurai 35.0% of respondents are in the category of 11-20 kms, from hotel Radha 20.0% of respondents are in the category of 22 kms from hotel Radha and above. From the table 9, it is inferred that 13.3% of respondents are coming to hotel Radha by walk, 3.3% of respondents are coming in their cycles, 40.0% of respondents are coming by bus, 38.3% of respondents are coming by two-wheeler, 5.0% of respondents are using other means of transport. From the table 10, it is inferred that 90.0% of respondents Agree of having a good Employee and Superior Relationship, 6.7% of respondents remain Neutral, 3.3% of respondents are Disagree of having a good Employee and Supervisor Relationship.

From the chart 1, it is inferred that 75.0% of respondents Agree of having a good Superior and Subordinates Relationships, 21.7% of respondents remain Neutral, 3.3% of respondents are Disagree of having a good Superior and Subordinates Relationships. From the chart 2, it is inferred that 83.3% of respondents agree that they have a satisfaction towards their work, 11.7% of respondents remain neutral with Work Satisfaction, 5.0% of respondents Disagree of having a Work satisfaction. From the chart 3, it is inferred that 71.7% of respondents agree of having a good on all job related things are provided, 26.7% of respondents remain neutral with on all job related things are provided, 1.7% of respondents are disagree on this. From the chart 4, it is inferred that 48.3% of respondents agree on having a good Promotion Policy, 43.3% of respondents remain neutral, 8.3% of respondents disagree with Promotion Policy. From the chart 5, it is inferred that 61.7% of respondents agree that they have a good Career at Hotel Radha Pvt. Ltd., 31.7% of respondents remain neutral with Career option, 6.7% of respondents disagree of having a good career at Hotel Radha Pvt. Ltd. From the chart 6, it is inferred that 70.0% of respondents agree on getting competitive compensation, 28.3% of respondents remain neutral, 1.7% of respondents disagree on this. From the chart 7, it is inferred that 35.0% of respondents agree of getting incentives based on Performance, 60.0% of respondents remain neutral, 5.0% of respondents disagree that they are getting incentives based on performance. From the chart 8, it is inferred that 80.0% of respondents agree that they are Satisfied with their Work Environment, 15.0% of respondents remain neutral, 5.0% of respondents disagree of having satisfying work environment. From the chart 9, it is inferred that 76.7% of respondents agree of having sufficient and neat Restroom Facilities, 21.7% of respondents remain neutral, 1.7% of respondents Disagree on having sufficient and neat Restroom Facilities. From the chart 10, it is inferred that 60.0% of respondents agree of having enough casual leave, 38.3% of respondents remain neutral, 1.7% of respondents disagree of having enough casual leaves.

From the table 11, it is inferred that 75.0% of respondents agree that they are having enough Medical Leave, 21.7% of respondents remain neutral, 3.3% of respondents disagree on this. From the table 12, it is inferred that 68.3% of respondents agree that they have simple leave procedure, 30.0% of respondents remain neutral, 1.7% of respondents disagree on the simplicity of Leave Procedure. From the table 13, it is inferred that 71.7% of respondents agree that the rules of leave and absent are satisfying to them, 26.7% of respondents remain neutral, 1.7% of respondents disagree on this. From the table 14 it is inferred that 35.0% of respondents opine they are absent because of family problems and 33.3 % of respondents opine that they are absent because of health problems and 11.7% of employees are absent for the reason of to attend function, 1.7% opine to attend festivals. These are the major reasons for being absent to work. From the table 15, it is inferred that 31.7% of respondents are communicating through oral mode, 6.7% of respondents are communicating through leave form mode, 11.7% of respondents are communicating through Co-workers, 48.3% of respondents are communicating through mobile Social media mode. From the table 16, it is inferred that 53.3% of respondents are informing about their leave in Advance, 33.3% of respondents are informing on the day of leave, 13.3% of respondents are informing leave after they came from leave. From the table 17, it is inferred that 5.0% of respondents opine getting Promotion will be affected by being absent, 45.0% of respondents opine getting incentives will get affected by being absent to work, 38.3% of respondents opine that their Salary Increments will be affected by being absent, 11.7% of respondents opine that their bonus will be affected if they are absent to work. From the table 18, it is inferred that 78.3% of respondents agreed that they have approached their grievances with management, 20.0% of respondents disagree that they don't like to approach management for solving their grievances.

FINDINGS

In response 60% of respondents are male. 48.3% of respondents are in the age category of 21-30 years. 43.3% of respondents are in the category of having studied upto Under Graduation. 56.7% of respondents are married. 48.3% of respondents are in the category of having 3-4 members in a family. 38.3% of respondents are in the income category of Rs.8001-10000. 35.0% of respondents are in the category of having up to 3 years of experience in Hotel Radha. 45.0% of respondents are in the category below 10kms of distance from Hotel Radha. 40.0% of respondents, mode of transportation is by bus. 90.0% of the respondents agree of having a good satisfactory superior relationship. 75.0% of respondents are agreeing with the respondent's opinion on having satisfactory subordinate relationship. 83.3% of respondents are agree that having satisfaction towards the work. 71.7% of respondent's opinions are agreed that they are having provision of all

necessary things of work. 48.3% of respondent's opinions are agreed that they have a good promotion policy. 61.7% of respondent's opinions are agreed that they have a very good career in Hotel Radha. 70.0% of respondent's opinion is agreed with that they have providing a comparatively better compensation. 60.0% of respondents are neutral on having a good incentive based on performance. 80.0% of respondent's opinion is agreed with having satisfactory work environment. 76.7% of respondent's opinion is agreed that they are having satisfactory sitting restrooms canteen. 60.0% of respondent's opinions are agreed that they are having enough casual leave. 75.0% of respondent's opinion is agreed that they are having satisfying level of medical leaves. 68.3% of respondent's opinions are agreed that they are having simple procedure to take leave. 71.7% of respondent's opinion are agree that they are having a satisfactory rule in providing leave and absent. 35.0% of the respondents said health reason for absence from duty. 48.3% of respondents would like to communicate their absence through mobile. 53.3% of respondents seem that they are informing leave in advance. 45.0% of respondent's opinion is said that is affected incentive by taking leave. 80.0% of the respondents said yes to inform their grievances to management.

SUGGESTIONS

The health issues of the employees of hotel Radha can be reduced if they have a tie-up with Hospitals for regular checkup for their Employees, as health is the major reason for being absent to the duty. By giving permission to the employees instead of leave will reduce the absenteeism among employee. As per the records kept in hotel Radha the attrition rate is high and retention is low in hotel Radha, the main reason behind attrition is compensation low, hotel Radha can think of going for performance based pay. Another main reason for absenteeism is their family problems. Hotel Radha can appoint an in-house Counselor to reduce the stress, to guide employees in family problems.

LIMITATIONS OF THE STUDY

Sample size taken was 60 samples at the Hotel Radhas and it may not represent the whole population. Employees may not have given the right answers for the questionnaire because they do not want to be unfavorable to the organization. The employees may have got influenced from their peers and may have answered as same as them. Secondary sources information may not be accurate as it may not be updated.

CONCLUSION

Absenteeism is the frequent or habitual absence from work and is seen as the biggest cause of lost time and decreased productivity in organizations. In Hotel Radha Pvt. Ltd., employ 150 permanent employees, is experiencing a high rate of absenteeism. The research problem is that if sufficient attention is not paid to the high absenteeism rate, Hotel Radha will run the risk of losing valuable workers and customers; hence it will threaten the company's finances. An extensive study of related literature on the topic was undertaken. A multi-disciplinary approach was adopted, whereby literature from areas of strategic management, human resource management, economics and marketing were consulted. The nature of the research dictated both qualitative and quantitative methodologies for a better understanding of the research problem that was identified. A sample size of N=60 was identified to complete the quantitative research questionnaires, choosing participants that manifested certain characteristics in which the researcher was interested. Data analyzed revealed the absence of a recognized absenteeism management and monitoring system, lack of accurate recording of absenteeism by managers, as well as a lack of communication between managers and workers. The research conclusively formulated recommendations. This research shed some light in the area of absenteeism and gives suggestions to Hotel Radha in tackling it to some extent and addresses the above mentioned problem.

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S.NO	Rules for leave and absent	No.of Respondents	Percent
1	Agree	43	71.7
2	Neutral	16	26.7
3	Disagree	1	1.7
	Total	60	100.0

Table 15: Showing the respondents mode of communication in informing the leave

S.NO	Communication in informing the leave	No.of Respondents	Percent
1	Oral	19	31.7
2	By leave form	4	6.7
3	By co-worker	7	11.7
4	Through mobile	29	48.3
5	Through social media	1	1.7
	Total	60	100.0

Table 17: Showing the respondent's opinion on what get affected in case of absence from duty

S.NO	Respondents affected by taking more leave	No.of Respondents	Percent
1	Promotion	3	5.0
2	Incentive	27	45.0
3	Salary increment	23	38.3
4	Bonus	7	11.7
	Total	60	100.0

Chart 1: Respondents opinion on having satisfactory subordinate relationship

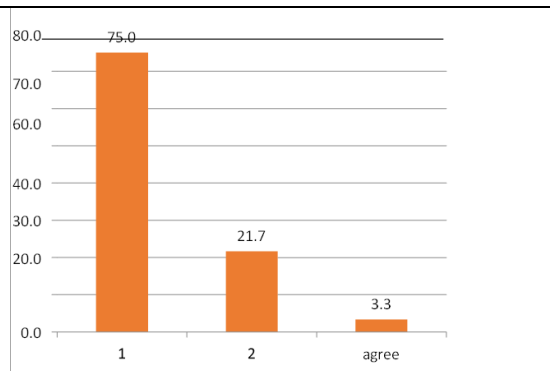


Chart 3: Respondents opinion on having provision of all necessary things of work

S.NO	Respondents Reason for absent	No.of Respondents	Percent
1	Family	21	35.0
2	Health	20	33.3
3	Festival	1	1.7
4	Transport	2	3.3
5	Function	7	11.7
6	Work load	3	5.0
7	Jobstress	5	8.3
8	Supervisors control	1	1.7
	Total	60	100.0

Table 16: Showing the respondents time of informing leave

S.NO	Respondents Time of Informing leave	No.of Respondents	Percent
1	In advance	32	53.3
2	On the day	20	33.3
3	After leave	8	13.3
	Total	60	100.0

Table 18: Showing the respondents informing their grievances to management

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	80.0	80.0
	No	12	20.0	100.0
Total	60	100.0	100.0	

Chart 2: Respondents opinion on having satisfied with work

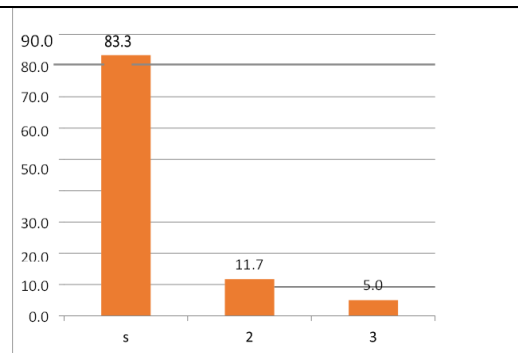


Chart 4: Respondents opinion on having a good promotion policy

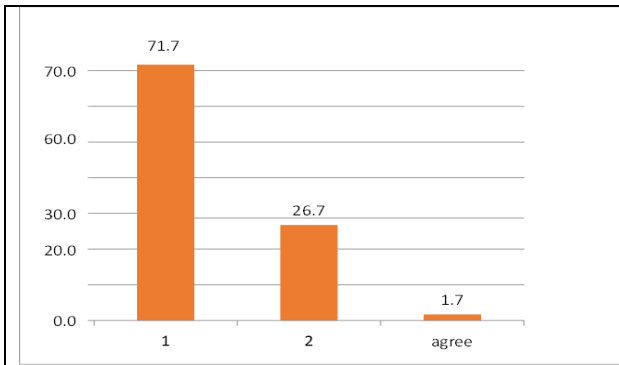


Chart5: Respondents opinion on having a very good career in Hotel Radha

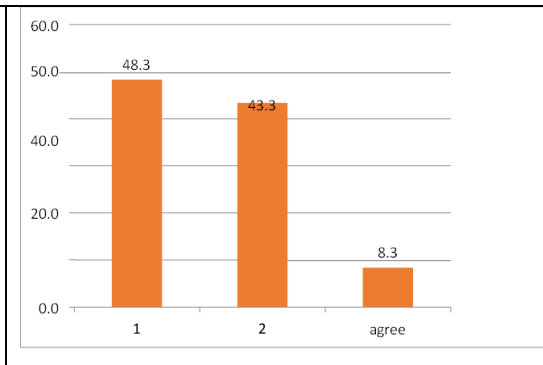


Chart 6: Respondents opinion on having providing a comparatively better compensation

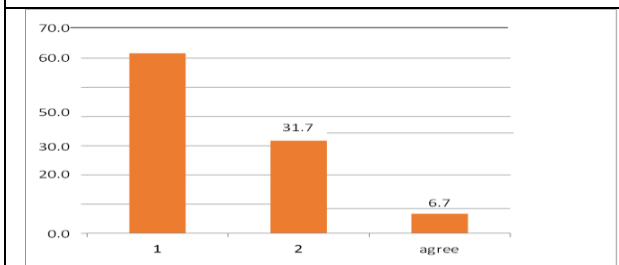


Chart 7: Respondents opinion on having a good incentive based performance

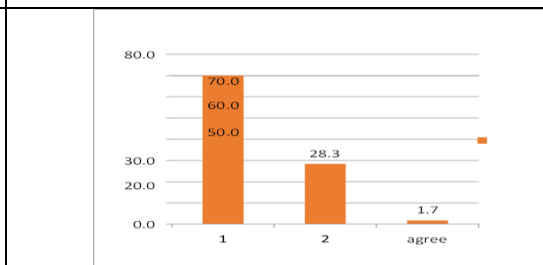


Chart 8: Respondents opinion on having satisfactory work environment

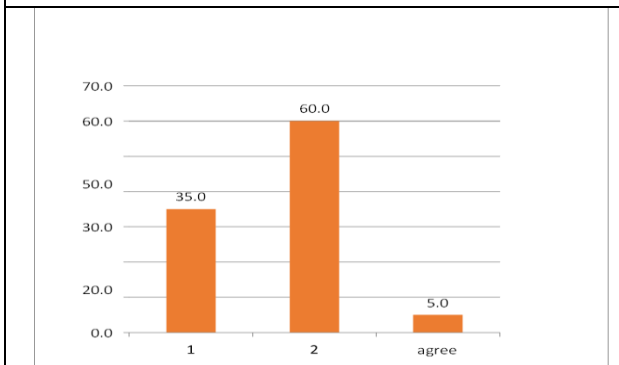


Chart 9: Respondents opinion on having a satisfactory sitting restrooms canteen

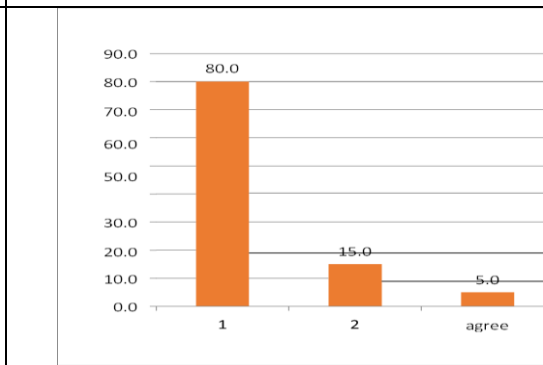


Chart10: Showing Respondents opinion on having enough casual leaves

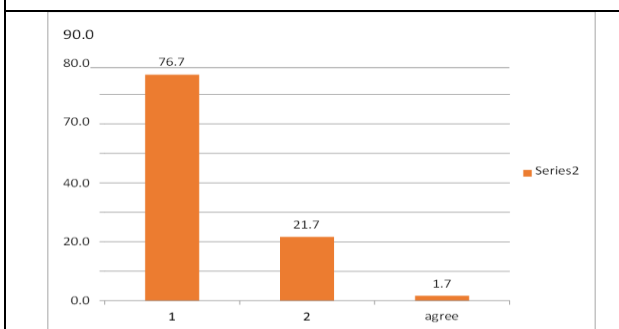


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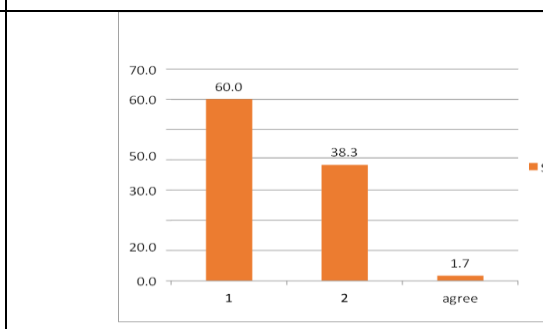


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