

A STUDY ON THE FACTORS THAT AFFECT EMPLOYEE ABSENTEEISM IN FOOD AND INNS PRIVATE LIMITED

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ABSTRACT

*The article entitled on worker's absenteeism is expected to decide the workers condition, compensation, amenities provided, participation, inspiration strategies and advancements. The motivation behind this article is to audit on issues of workers. Absenteeism is a type of withdrawal conduct apart from turnover. Workers not going to work when scheduled can be a significant issue for disassociations and turnover. This article intends to identify and distinguish the most well-known reasons for employee absence on management cost. Worker absence is a serious issue for the executives since it includes significant importance. Absenteeism is one of the widest spread deterrents to usefulness, productivity and seriousness. Workers badgering by employers or the board is one of the justifications behind absenteeism. The reactions might be affected by isolated inclination Workers not going to work when listed can be a significant issue of the disassociation. The article comprises of objectives, constraints, research approach, findings, thoughts and conclusion. The data required for the examination has been accumulated from essential and auxiliary information. This study focuses on absenteeism as a threat to the organisation as it lessens the workers accomplishment and the ways of overseeing absenteeism in the **Food and Inns** private limited and to work on absenteeism and to improve the efficiency of the organisation. It contributes toward the improvement of execution and efficiency, further developing prosperity of labour force and their families.*

Keywords: Absenteeism, Turnover, Workers, Employers, Causes Of Employee Absenteeism.

INTRODUCTION

Absenteeism is characterized as the disapproval of the worker to report for the workplace at a scheduled time and it has been considered as an significant issue in the organisation for which there is no simple fix.

The non-fulfilment of the work is the essential driver of absenteeism. It very well may be characterized as pressure that prompts work depletion. The workers who quit without notice are likewise considered absent until they are formally eliminated from the payrolls of the company.

Absenteeism is turning to be a serious practice in workers-oriented enterprises. Absenteeism of workers from work prompts overabundances, heaping of work and hence work delay, it has been considered to be an mark of poor employee accomplishment.

Absenteeism is one of the most boundless snags to usefulness, productivity and seriousness. It causes, late accomplishment, disappointed clients/stakeholders and a decrease in morale among workers. The anomalous expenses often surpass the direct while the absenteeism causes considerable misfortunes to the organization. It additionally impacts its operations as far as accomplishing its definitive and ultimate targets/objectives.

REVIEW OF LITERATURE

The accessibility and access of significant information and data and having inspected the accessible literature it was understood that no single research exists regarding the matter, yet that speculations exist on why laborers neglect to go to work. All data, reports and insights regarding the matter feature absenteeism as an issue and a area that enormously interests administrators and scientists.

A large portion of the literature review has been classified into two areas.

- Factors that cause absenteeism
- Management's response to the causes

The literature review has focused on two areas, the first reviewing the causes. The reality of the causes which are distinguished in the literature shows the organizations truly realize absenteeism as a significant issue to warrant analysis being made and records being kept.

The second part of literature survey continues on to fundamentally analyse the management addressing to the issue as outlined in the literature, and an attempt to evaluate the actual effectiveness of addressing the concern.

AN EXAMINATION OF THE CAUSES OF ABSENTEEISM

The reasons for absenteeism are probably not going to be clarified by any single variable, and current thinking sees its causes as far as different elements. **Graham and Bennett (1995)** accept that the variables adding to absenteeism incorporate the idea of the gig, individual attributes of the worker and inspiring incentives. Up until late 1970s, a lot of the examination into absenteeism zeroed in on attempting to track down a solitary variable to clarify if this were conceivable then businesses would have had the option to take care of the issue. It is not the slightest bit really that simple, as **Nicholson (1977)** has recognized. He parts absenteeism into three classifications. First and foremost, torment aversion which advances the contention of work disappointment which shouldn't be visible as a solitary reason for absence, yet undoubtedly is one of various elements that impact absenteeism

The subsequent theory set forward is the change in accordance with work. This contends that employees adjust to the circumstance found in the work environment and that new employees will notice the conduct of their associates. This brings up many issues about the way of culture, the leader style, even the work conditions and the work environment. Another change to work point of view sees absenteeism as far as a employee's reaction to both the natural and more extraneous rewards found in the working environment which is related with the equity and exchange theory Rhodes and Steers (1990). This contends that worker anticipates a fair exchange in what they bring to their positions as far as ability, knowledge and commitment and the rewards or incentives they receive in return. One should bring up the issue of whether these connect with natural factors like work fulfilment, or outward factors like compensation also benefits. If either misses the mark concerning worker's assumptions, they will go absent?

The third theory sees worker absence as a result of a choice based on the expense and income related with absence. Assuming that the worker values a day off more day pay- will they go absent? This doesn't clarify why a few workers are spurred to go to work while others stay away. There have been theories to help the view that the arrangement of occupational sick pay, which decreases the economic cost of absence, prompts higher absenteeism.

Nicholson (1977) in his model of attendance accepts that attendance is normal conduct, and that to look to a cause for absenteeism and for the elements that upset the regularity of attendance. Regardless of whether individuals will attend given a specific set of circumstance, relies upon various factors like age, sex, orientation, work conditions, group cohesion and so forth.

To date there seems to be little agreement on the elements which impact employee's decision on whether or not to go to attend the work, **Sargent Andrew (1989)**. 'The Missing Workforce, (Managing Absenteeism), London Institute of Personnel Management, contends that this is expected principally to firms not appropriately monitoring their absence levels, and causes, also, frequently by hesitance among the management to concede they have an issue. This, he states, emerges from the fact once an issue is recognized, there will be tension on the management to address it.

"The fundamental driver of absenteeism are illness-related, such as, spinal problem, stomach torments, also flu. However there are numerous different occasions when workers claim to be experiencing from various sicknesses, in fact they have essentially decided to opt out of work rather than opting in" **Mowday et al, 1982**

Occupational health experts have recognized various significant influences on absenteeism, which originate from social, hierarchical or individual influences.

These other influences include;

The nature of the work "Workers carve for self-esteem, self-confidence and achievement and the regard of others - acknowledgment, recognition, status, appreciation and respect. Workers have a desire to exhibit competence, capability and achievements, to build a reputation for themselves as a remarkable performer and to hold position of self-accomplishment **Argyle M, (1993)**

The size of the organisation "While large organisations with more than 599 workers comprise of only 3% of all total workplaces; they account for almost 1/3 of all workers. The size of the organisation matters, and all remaining things being equivalent the enormous the organisation, the more prominent the requirement for rules and procedures to achieve consistency of conduct **Beardwell, Holden, Claydon (2004)**

Quality of Supervision - Supervision is the most significant element in managing absenteeism. The connections developed between, managers and staff will have the greatest impact on commitment to the organisation. The degree of responsibility of an individual towards their work will decide their degree of absenteeism.

Genuine Incapacity - something regularly failed to remember while discussing absenteeism is that occasionally individuals are really sick or incapacitated. "it is off-base to expect that each absentee is absent as a result of a family responsibility, apathy or weariness, workers do become ill"

OTHER INFLUENCES ON EMPLOYEE ABSENTEEISM

The essential effect on worker attendance or non- attendance is the worker's inspiration to come to work. It is sensible to expect that when a worker partakes in their work and their workplace, they will be more likely to have the longing to come to work. Their work circumstance will influence their level of attendance or absenteeism.

Job Scope – research has shown that there is a high relationship between variations in work space and absenteeism. Absenteeism has been found to connect with absence of autonomy, commitment and contribution to decisions.

Job Level - another component connecting with absenteeism is the employee's position within the hierarchy. Regularly workers higher up in an organisation have greater level of job fulfilment which reduces their absenteeism, where as individuals lower down the ladder are less satisfied and thus they are absent more often.

Role Stress - role conflict is related with work related strain and reduced job satisfaction. Absenteeism is more likely to be related with high-stress.

Work-Group Size - "A group frequently appears to follow a similar motivation process as a individual. It can be frustrated and show the negative responses of hostility, reversion, and fixation **Graham & Bennett (1989)**

Leader Style - "A number of studies have identified connections between the authority style of the first- line manager and absence conduct and behaviour in work. Workers who feel more ready to discuss their concerns with their manager have been found to go absent less than that individual who felt incapable to do as such" **Evans & Walters, (2002)**

Co-Worker Relations - relationships among co-workers is firmly correlated with the degree of job satisfaction, if a worker enjoys their job then they will be motivated to attend work.

Opportunities for Advancement - the possibility of advancement in the hierarchy impacts the worker's response to the overall work circumstance. If staff are probably going to be advanced in the hierarchy, they are bound to attend to work, as significant levels of absenteeism would not ponder well on their personality and character.

MANAGEMENT RESPONSES TO ABSENTEEISM

Having examined the reasons behind absenteeism, I will presently go on with the literature review and examine at the viability of the management reactions to the issues.

With the expanding tension on firms to look for and keep a competitive edge, the management need to progressively experiment with different strategies, new systems, structures and control frameworks. These alone compel a survey of techniques used to control and manage absenteeism. Thus, the strategies analysed are a combination of old and new, and go under the accompanying headings

1. Improved Communications
2. Employee Commitment
3. Discipline
4. Return to Work Interviews
5. Incentives

Improved Communications; Townly (1989) argues "that management should know that increased communication can't be viewed just as compensation for dissatisfaction with different viewpoints of personnel policies or work practices . In other words further improved communication might be well-suited of the answer, yet they are unlikely to shape a total solution for the issue.

Employee Commitment: Employee "commitment" is at the heart of worker involvement programs. Despite the fact that it is an alternate idea to "involvement", they are firmly linked since both are concerned about how managers can urge employees to relate with the company's business interests.

As indicated by **White (1987)** "worker commitment relates to corporate performance in three different ways:

- strong commitment to work in general;
- Strong commitment to a specific job;
- Commitment to the organisation (which includes an intention to stay and have low absenteeism)

Discipline: Prior to analysing discipline from the perspective of being a remedial and punitive approach by the management to absenteeism, it is worth examining the concept of "self-discipline", which, as per **Henry (1982)** energizes a more profound acceptance of authority. **Wickens (1987)** states that Nissan "has supplanted the bureaucratic approach of time clocks with a climate of trust and self-generated discipline within the work group". Self-discipline is the best and the most noble strategy, by which worker conduct will be steady with organisation goals. All the management effort on disciplinary issues ought to be towards enabling and empowering self-discipline among employees and the reduction of executive control. Torrington also, **Hall (2002)** elaborate on this and say "that the freedom and independence that self-discipline creates delivers the best degree of personal.

Return to Work Interviews: One more strategy viewed as sensibly viable in reducing absenteeism is the use of get back to work interview carried out by either the absent worker's first-line supervisor or any other individual from the management.

Incentives: Assuming discipline as a management control framework associated with the "stick", how compelling is the reward framework which would regularly be associated with the "carrot"? These reward frameworks can be in the form of additional cash, additional holidays, and so on. **Armstrong and Murlis (1991)** felt that monetary benefits, for example, rewards, can be helpful for the actual work. In any case, there is little proof that such rewards add to low absenteeism, and there is the risk that they can immediately become regarded as a right rather than something to be procured **Huczynski and Fitzpatrick (1989)**.

RESEARCH METHODOLOGY

"Research design is a structure or plan for a study that directs the collection and examination of the gathered information **Malhotra N, (2004)**

PROBLEM DEFINITION

"Accurately characterizing the issue is the basic initial phase in the research process. If the research issue is characterized erroneously, the exploration targets will likewise be off-base and the whole interaction will be a burn through of time." **David C & Gates R, (2005)**.

This will be an important stage in the exploration configuration process as it is from this stage that the others progress. This stage includes characterizing exactly what one needs to accomplish through the research that one conducts.

"Problem definition includes stating the overall issue and recognizing explicit components of the research problem. **Malhotra N, (2004)**

This exploration of research will lay out the degree of the problem of absenteeism in FOODS AND INNS and act as a potential opportunity for supervisors to evaluate the situation and continue to redress the issue within the organisation

OBJECTIVES OF THE STUDY

1. To identify the reason of employee absenteeism
2. To measure employee absenteeism level
3. To identify factors to reduce the employee absenteeism
4. To discern what the company does to combat absenteeism.

SELECT DATA COLLECTION METHOD

Secondary Data

Secondary data is information that has already been gathered by someone else for another reason, other than the one on hand" **Domcgan & Fleming (2003)**

Secondary data may be classified into internal or external. Internal data is established and should have generated within the firm which includes annual reports and other forms that are readily available, external data are those generated by sources outside the firm.

External data are those that are published by government bodies, commercial publishers and market research organisations. Business information might be obtained from books. The external date for this study was obtained from the material and sites illustrated from the literature survey.

Primary Data

"Primary data is the information that is gathered for the current reason and this ordinarily alludes to data gathered straight by the organization or individual. **Lehmann D, Gupta S, Stechel J, (1998)**

Quantitative Research

Quantitative Research is an organized expressive explorative research technique based on larger samples which provides information, statistical data, facts and figures. **Malhotra N, (2004)**.

Descriptive research portrays practices or conditions and these are clarified using logical explanation which analyses why these behaviours or conditions occur.

Methods of Data Collection

For the purpose of this research postulation quantitative exploration was chosen. Different techniques were accessible while seeking such data, such as , contextual investigations, case studies and surveys, however, the survey technique was chosen.

Survey Method

The survey method is based upon a organised questionnaire, (i.e. one which presents questions in a prearranged order), given to a sample of a populace and intended to evoke responses. The survey were regulated through mail. Every survey was circled to the employees of each department, and contained questions of multiple-choice responses. Space was given to respondents to evoke extra data on specific information on certain areas.

Alongside every poll was an introductory letter, clarifying the motivation behind the research and furthermore a cut-off date and time. Within the predefined time, 80 percent of the questionnaires were received plic data from respondents.

SELECT THE SAMPLE AND SIZE

The sample chosen was a census of all employees within **FOODS AND INNS**. By selecting all employees, the author hoped to gain a company-wide perspective and view point on the topic of absenteeism.

CHARACTERISTICS	CATEGORY	RESPONDENTS	
		NUMBER	PERCENT
AGE	Below 25 years	30	25
	25-35 years	24	20
	35-45 years	54	45
	Above 45 years	12	10
GENDER	Male	90	75
	Female	30	25
EXPERIENCE	Below 5 years	12	10
	5 to 10 years	43	36
	10 to 20 years	18	15
	20 to 30 years	47	39
QUALIFICATION	Under Graduate	75	71
	Post Graduate	35	29
DESIGNATION	Operations	22	18
	Worker	51	43
	Chemist	17	14
	Any other	30	25
DEPARTMENT	Operations	40	33
	Quality	26	22
	Electrical	24	20
	Others	21	18
	Office	09	07

SELECT METHOD OF ANALYSIS

Investigation was brought out through the amalgamation of all questionnaires and the subsequent identification of contrasts and similitudes between the respondents. Each question was checked out independently and then the response of each responded were recorded. Many of the responses were comparative, perhaps due to the culture of the organisation, which is evident taking all things together. The explorative research was carried out according to the research methodology and the findings are analysed and dissected in the accompanying section.

EMPIRICAL DATA ON THE STUDY OF EMPLOYEE ABSENTEEISM IN FOOD AND INNS PRIVATE LIMITED
OPINION OF EMPLOYEES ON ABSENTEEISM IS DUE TO UNEXPECTED WORK

S. No.	Options	Respondents	Percentage
1	Rarely	72	60
2	Sometimes	30	25
3	Always	11	9.16
4	Never	7	5.84
	Total	120	100

From the table obviously, 65.84% of representatives thought that they either seldom nor never get absent in light of unforeseen work, 25% of the employees felt that they are some of the times absent as a result of unforeseen work and 9.16% of workers believed that they are generally absent as a direct result of surprising work.

OPINION OF EMPLOYEES ON INFORMING ABOUT THEIR ABSENCE TO THE SUPERVISORS

S. No.	Information on absence	Respondents	Percentage
1	Rarely	6	5
2	Sometimes	24	20
3	Always	84	70
4	Never	6	5
	Total	120	100

From the above table obviously larger part of workers (70%) thought that they inform about their nonattendance to the bosses and 30% of the employees believed that they do not inform their nonappearance to their immediate manager.

OPINION OF EMPLOYEES WITH REGARD TO ABSENTEEISM IS DUE TO THE RESULT OF HEALTH CONDITIONS

S. No.	Health Conditions	Respondents	Percentage
1	Rarely	34	28.33
2	Sometimes	57	47.5
3	Always	0	0
4	Never	29	24.17
	Total	120	100

It is clear that, 28.33% of workers felt that they are seldom absent as a direct result of health issue, 47.50% of workers thought that occasionally they miss themselves and 24.17% of representatives are in the assessment that they were never absent due to the direct result of their ailments.

OPINION OF EMPLOYEES ON PROBLEMS IN ATTENDING THE DUTY RESULTING TO ABSENTEEISM

S. No.	Problems	Respondents	Percentage
1	Sickness	48	40
2	Personal causes	41	34.17
3	Social causes	18	15
4	Boredom	13	10.83
	Total	120	100

It is obvious from the above table that 40% of employees are absent referring to sickness as the issue behind non-attendance, 34.17% of employees believed individual causes being one of the reason for non-attendance, 15% of employees thought social causes being non-attendance and 10.83% of employees felt truancy is the consequence of weariness in the work spot.

OPINION OF EMPLOYEES ON BAD WORKING CONDITIONS RESULTING TO ABSENTEEISM

S. No.	Working conditions	Respondents	Percentage
1	Strongly agree	0	0
2	Agree	0	0
3	Disagree	48	40
4	Strongly disagree	72	60
	Total	120	100

No employees were in the assessment that the non-attendance because of terrible working circumstances

OPINION OF EMPLOYEES ON SHIFTS RESULTING TO ABSENTEEISM

S. No	Shifts	Respondents	Percentage
1	1 st Shift	-	-
2	2 nd shift	24	20
3	3 rd shift	72	60
4	General Shift	24	20
	Total	120	100

It is apparent from the table that 60% of employees are dealing with issue in third shift causing truancy, employees are of the assessment that they are dealing with the issue with second shift (20%) and 20% of the employees opined that general shift is the consequence of non-appearance

OPINION OF EMPLOYEES ON THE DISTANCE BETWEEN HOUSE AND FACTORY RESULTING ABSENTEEISM

S. No.	Distance	Respondents	Percentage
1	Strongly agree	18	15
2	Agree	30	25
3	Disagree	24	20
4	Strongly disagree	48	40
	Total	120	100

From the above outline obviously, 60% of employees contradicted the assessment that non-appearance is because of the after effect of long going amid house and the work spot, whereas 35% of the employees are in the condition of assessment that distance venturing out from house to work spot is resulting about to truancy.

OPINION OF EMPLOYEES ON TRANSPORTATION RESULTING TO ABSENTEEISM

S. No.	Problem due to transportation	Respondents	Percentage
1	Rarely	85	70.84
2	Sometimes	35	29.16
3	Always	-	-
4	Never	-	-
	Total	120	100

It is apparent from the above table that a large portion of the employees (70.84%) are in the assessment that they seldom withdraw because of transportation, 29.16% of the employees are in the assessment that they now and again absence because of transportation.

OPINION OF EMPLOYEES ON THE SAFETY MEASURES TAKEN BY THE MANAGEMENT

S. No.	Safety measures	Respondents	Percentage
1	Satisfied	85	70.84
2	Unsatisfied	35	29.16
	Total	120	100

Obviously the majority of the employees (70.84%) are happy with the safety and security measures taken and given by the organisation while 29.16% of employees are not pleased by the safety measures.

OPINION OF EMPLOYEES ON HEAVY WORK LOAD BEING THE CAUSE FOR ABSENTEEISM

S. No.	Heavy work load	Respondents	Percentage
1	Rarely	13	10.84
2	Sometimes	11	9.16
3	Always	0	0
4	Never	96	80
	Total	120	100

90.84 of employees believed that they are seldom missing as a result of heavy work and 9.16% of employees are in the assessment that occasionally employees are missing themselves because of heavy work

OPINION OF EMPLOYEES ON ABSENTEEISM DUE TO STRAINED RELATIONSHIP WITH HIGHER AUTHORITIES

S. No.	Relationship	Respondents	Percentage
1	Strongly agree	-	-
2	Agree	-	-
3	Disagree	59	49.17
4	Strongly disagree	61	50.83
	Total	120	100

From the above table it is clearly evident that employees are not in the assessment that non-appearance is because of the strained relationship with higher authorities.

OPINION OF EMPLOYEES IN RECOGNISING EMPLOYEES ACCORDING TO THEIR WORKING ABILITY

S. No.	Response	Respondents	Percentage
1	Strongly agree	17	14.16
2	Agree	18	15
3	Disagree	48	40
4	Strongly disagree	37	30.84
	Total	120	100

It is apparent that, 70.84% of the employees differ that truancy is expected to non-acknowledgment of the working capacity of the employees, 29.16% of employees are of the assessment that non-appearance is related to non-acknowledgment of their working ability

OPINION OF EMPLOYEES ON THE BENEFITS THAT THEY ARE GOING TO LOSE DUE TO ABSENTEEISM

S. No	Benefits	Respondents	Percentage
1	To greater extent	60	50
2	To some extent	40	33.34
3	Not at all	20	16.66
	Total	120	100

From the table it is clear that, 83.34% of employees know the benefits that they will lose because of absenteeism and 16.67% believed they didn't know the benefits that they will lose because of absenteeism.

OPINION OF EMPLOYEES ON THE REMUNERATION PAID ACCORDING TO THE WORTHY OF THEIR EFFORTS

S. No	Remuneration	Respondents	Percentage
1	Strongly agree	25	20.83
2	Agree	50	41.67
3	Disagree	25	20.84
4	Strongly disagree	20	16.66
	Total	120	100

From the above it is clear that, 62.5% of employees firmly agree that compensation is being paid to the worth of their efforts, 37.5% of employees are not of the assessment that compensation is being paid to the worth of their efforts

OPINION OF EMPLOYEES REGARDING THE KNOWLEDGE OF DISCIPLINARY ACTION TAKEN BY THE MANAGEMENT DUE TO ABSENTEEISM

S. No.	Action	Respondents	Percentage
1	Yes	109	90
2	No	11	10
	Total	120	100

90% of employees have conveyed that they have the data on disciplinary move being made by the management in light of absenteeism and 11% of the employees imparted that they had no data on the disciplinary activity that will be taken by the administration in the event of absent.

FINDINGS

1. 34.16% of the employees felt that they are sometimes absent themselves as a result of unforeseen work.
2. 30% of the employees believed that they do not inform their nonappearance to their immediate manager.
3. 40% of employees are absent referring to sickness as the issue behind non-attendance.
4. 60% of employees are dealing with issue in third shift causing truancy.
5. 35% of the employees are in the condition of assessment that distance venturing out from house to work spot is resulting about to truancy.
6. 29.16% of the employees are in the assessment that they get absent because of transportation related issues.
7. 29.16% of employees are not pleased by the safety measures resulting to non-attendance.
8. 29.16% of employees are of the assessment that non-appearance is related to non-acknowledgment of their working ability.
9. 37.5% of employees are not of the assessment that compensation is being paid to the worth of their efforts resulting to absenteeism.

The study shows that there is a positive relationship of worker non-appearance with health-related events, personal problems, social events, stress, transport issue and lack of job satisfaction. All don't have solid sway on the reliant variable but influence the absenteeism of worker. Amongst all, work related variable has more impact on absenteeism. **Akerlof (2008)** demonstrated that if work conditions are supportive and congenial then there will be less absence from the work. **Winkelmann (2005)** and **Sagie (2009)** likewise revealed that work related experiences are connected with employee absenteeism.

CONCLUSION

Employees are being absent from work on account of unjustifiable reward framework, whenever they don't find the opportunity to get progressed in the hierarchy, when there is an bad association between co-workers and supervisors. Along these lines, organisation should put the prominence on progress of work related activities of every kind that carries experiences to the worker

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