

An Investigation of the Employee Absenteeism and its Impact: A Case of Upcountry Tea Plantation (Welimada Estate) in Sri Lanka

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Abstract

This paper discusses the factors affecting the worker absenteeism in daily operational activities and its impact on productivity of Welimada Estate. Study was based on primary data gathered from a field survey. Sample composed of hundred workers including Plucking, Field and Cultivation workers and Factory workers. Sampling techniques was purposive sampling and Data were collected using an interviewer administered semi structured questionnaire. Analysis composed of both quantitative (Chi-Square Analysis) and qualitative (Graphical presentation) methods. Working environment factors have little impact on absenteeism compared to personal factors. Majority of the employees (97%) suffering from personal matters, especially family responsibilities and which was an important cause for absenteeism. Absenteeism of workers differs according to the age and marital status. High absenteeism levels of skilled labour have direct impact on both quantitative and qualitative of production. The root cause for worker' absenteeism is the family responsibility together with economic concerns. Pay system, role of labour, experience, employee status, personal problem have recorded significant impact on absenteeism. Relationship between workers' absenteeism and its impact on estate remain very high.

Keywords: productivity, worker absenteeism, working environment