

A STUDY ON ABSENTEEISM OF NURSES, IN ONE OF THE LEADING HOSPITALS IN BANGALORE

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Abstract- In the workforce, absenteeism is a widespread issue, and nurses are not exempt from this. The causes of absenteeism have received a lot of attention, but less focus has been given to the repercussions of absenteeism on the employees and nurses who are left behind in the workplace by their colleagues. Nurses leave the room, leaving their coworkers to do their duties. Because of a lack of manpower, dedicated nurses frequently labour under demanding circumstances. These could result in inadequate patient care, overworked nurses who become ill from the increasing workload, and other problems. The purpose of this study was to investigate the effects of absenteeism on nurses that remained at work in the selected hospital. A questionnaire was framed and circulated to the nurses of that hospital in order to study the effects of absenteeism. From this study findings it is recommended that nurses be trained frequently to upgrade their studies to motivate them to work. The study's findings, which led more nurses to leave their jobs as a result of these consequences, showed that absenteeism has negative repercussions on nurses, the hospital, and patients.

Key Words: Absenteeism of nurses, Reasons of absenteeism, Effects of Absenteeism, lack of Patient Care.

I. INTRODUCTION

A. Definition:

According to Hanebuth (2008), absenteeism refers to a pattern of repeated absence from work. In this study, being absent from work without informing employers of one's whereabouts is referred to as absenteeism by health professionals.

Nurses:

In order to practise nursing or midwifery, a person must be registered in category under section 31 (Nursing Act, 2005). For the purposes of this study, the term "nurse" refers to registered professional nurses, registered staff nurses, and registered auxilliary nurses who care for patients in the wards at Mankweng Hospital.

Remain:

(Dictionary of the English Language, 2000) Refers to continuing to be in the same place or remaining behind. In this study, being left on call by absent coworkers.

Work:

According to the 2000 edition of the Oxford English Dictionary, "work" is defined as "something one is doing, making, or performing as an occupation or undertaking a duty or task." Work in this study refers to tasks performed by nurses.

Factors affect Nurse Absenteeism:

The factors influencing absenteeism included

- Health Problems
- The working environment
- The personal and family problems.

Causes of Absenteeism on Nurses:

- Minor illness
- Workplace Bullying or Harrasement
- Mental Health Issues
- Major illness and Long term Conditions
- Family Issues
- Approved Leave
- Commuting Issues
- Team and Management Issues

Effects of Absenteeism on Patients:

Khumalo (2001) indicated that absenteeism has detrimental effects on patient care, nurses and the institution as a whole and that this could portray a bad image of the nursing profession to the public. It was outlined that in order to provide quality patient care, adequate personnel must be available to the health care units. In a study conducted in Canada and in France it was found that overworked nurses find it harder to cope with pressures when there were extra efforts to be made (Gaudine & Gregory, 2010; Moret et al., 2012). Khumalo (2001) further believed that staff shortage could lead to patients being neglected. It was further indicated that nurses can make omissions involuntarily due to shortage of staff caused by absent colleagues, and mistakes can harm patients. Sometimes nurses are reported to their statutory bodies, e.g. the South African Nursing Council by the public for the omissions they make due to unavailability of staff (Khumalo, 2001) and the Canadian Nurses Organisation for omissions when offering nursing care (Gaudine & Gregory, 2010).

Effects of Absenteeism on Healthcare Institution’s Finances:

It is estimated that the cost of nursing staff absenteeism to nations in terms of billions of rands annually (Nyathi, 2005; Moret et al., 2012) is enormous for healthcare institutions. These monetary expenses include paying absentees' sick leave benefits and recruiting substitute nurses. Some nations lose money because nurses were paid even if they didn't deliver services

Effects on Absenteeism on Remains at work:

The already small number of nursing personnel in healthcare institutions in many countries is continually strained by nurse absenteeism (Nyathi, 2005; Unruh et al., 2007). To provide high-quality nursing care at medical facilities, a sufficient number of nurses are required. In order to meet the community's healthcare demands, there must be an adequate number of nurses on staff (Nyathi, 2005; Unruh et al., 2007; Davey et al., 2009; Rajbhandary & Basu, 2010, Tripathi et al., 2010). Nurses are the foundation of the global health care delivery system. According to several authors (including Nyathi (2005), Unruh et al. (2007), Davey et al. (2009), Rajbhandary & Basu (2010), and Tripathi et al. (2010), nursing is by nature a demanding profession.

The objective of the study includes:

- To identify the rate of absenteeism of Nurses and the cause of absenteeism
- To study the factors influencing absenteeism
- To suggest any measure to reduce the rate of absenteeism

II. RESEARCH METHODOLOGY

This chapter describes the research methodology and design used in this study. The research methodology discussed in this chapter include: research approach, study site, study design, population, sampling, data collection method, data analysis method, validity and reliability and ethical considerations. The simple random sampling is used in order to collect data. More than 300 nurses were present in the hospital, 100 data was collected. For this purpose, a questionnaire has been designed, making sure that the research questions do justice to what the researcher is trying to find and to provide the direction and shape of the research. According the survey tool is a structured questionnaire divided into two parts. The first part includes the demographic questions such as gender, experience, salary etc. and the second part is composed for the reasons of absenteeism of nurses.

2.1 Population and Sample

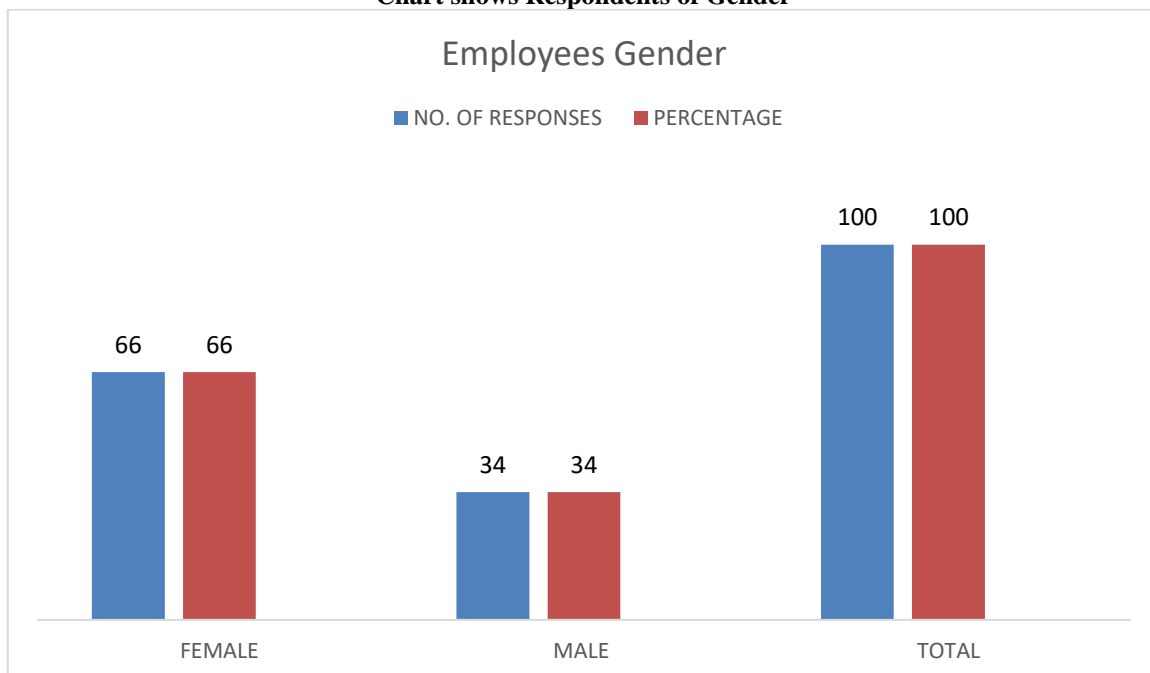
The population of nurses in selected hospital more than 300. The sample size of collected from 100 nurses through questionnaire. The sample size of study is 100. The gender of responses are both male and female nurses. In this study conducted for the absenteeism of nurses and find out which factors make to absenteeism, what are the problems facing by absenteeism, these are collected from the population of nurses in the selected hospital.

2.2 Data and Sources of Data

Primary Data is collected for this study. For this purpose, a questionnaire has been designed, making sure that the research questions do justice to what the researcher is trying to find and to provide the direction and shape of the research. According the survey tool is a structured questionnaire divided into two parts. The first part includes the demographic questions such as gender, experience, salary etc. and the second part is composed for the reasons of absenteeism of nurses.

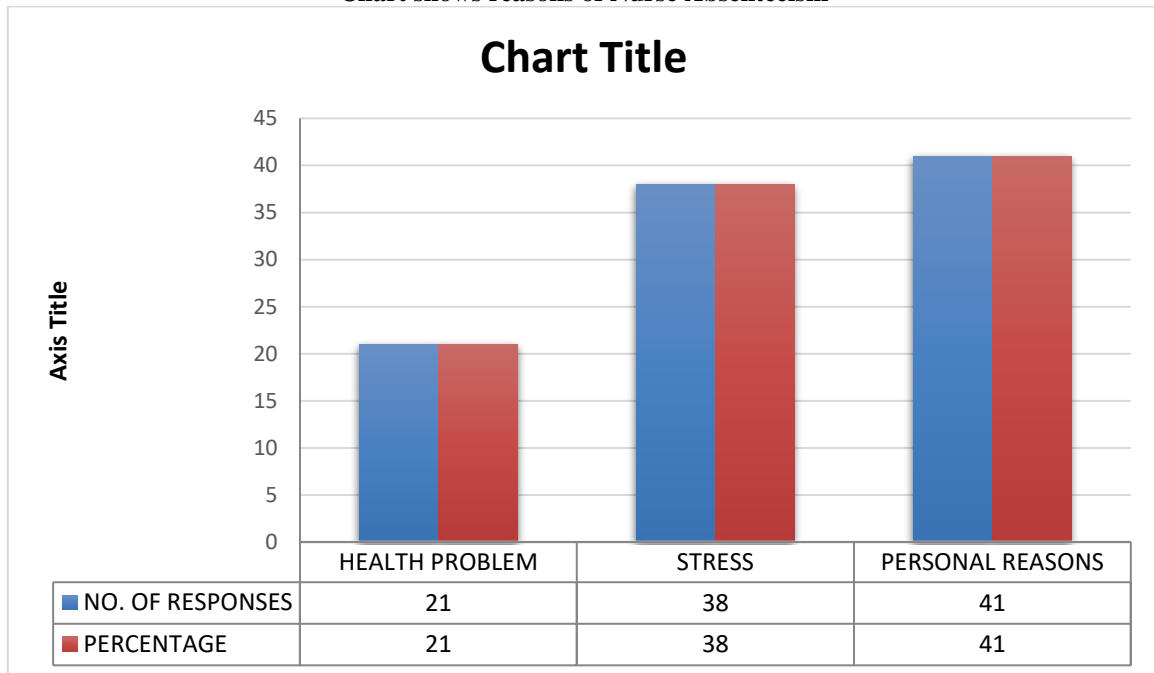
III. CHARTS

Chart shows Respondents of Gender



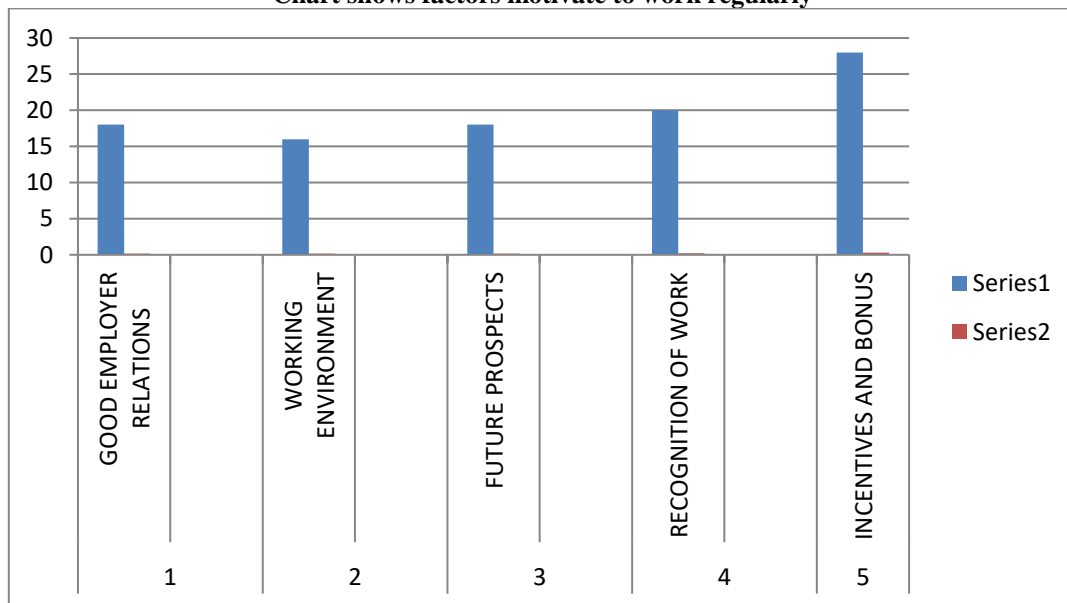
The above table shows that 66% percentage of respondents are female nurses and 34% percentage of respondents are male nurses

Chart shows reasons of Nurse Absenteeism



The above table shows that according to you the reasons for nurses absenteeism,21% of respondents absenteeism are due to health problem,38% of respondents are due to stress,41% percentage are due to personal reasons.

Chart shows factors motivate to work regularly



The above chart shows that the factors motivating to work regularly, 18% of respondents felt that good employer relations as a motivating factor for work, 16% of responses are towards working environment, 18% of responses are towards future prospectus, 20% responses are towards recognition of work, 28% of responses are towards incentives and bonus.

IV. FINDINGS

In this study, the absenteeism contribute because of work load and pressure. The nurses woking overtime, more than one hour to above three hours, it lead to absence on after day. The nurses often leave because of 36% of sickness and 38% for personal reasons too, In their opinions, the absenteeism can contolled by provide incentives and bonus, Change management style and change working conditions, Develop an attendance policy. Some factors motivate to work regularly are Good employer relations, Working Environment, Future prospectus, Recognition of work and Incentives and Bonus.

SUGGESTIONS

- To encourage employees to work, training nurses at predetermined intervals based on length of stay in the institution.

- It is essential to perform regular in-service trainings and seminars for nurses to improve their abilities, since this will increase their confidence in providing patients with high-quality care.
- The existence of a training plan for nurses motivates them to work for the organisation since they are aware that after some time, they will be rewarded by developing their skills.
- Nurses in distress should be continuously counselled by managers, who should then direct them to the appropriate healthcare expert for further management.
- Managers will arrange team-building activities for all nurses to foster cooperation.
- Employing a performance management system will enable meritorious nurses to receive rewards in line with the effort they put forth at their workstations.
- Promotion for deserving nurses will motivate them to work harder in their workplace.
- A policy on absenteeism must be incorporated in the orientation programme for all newly hired nurses, and yearly training on staffing standards and the significance of providing patients with quality care must be held.

CONCLUSION

Absenteeism needs to be controlled with stringent measures to deter behaviours that harm nurses and patient care. Employees who are having issues should be referred for counselling to help them manage them. Managers ought to receive training in professionalism, leadership, and personnel administration.

According to Elton Mayo's theory of motivation, if employees are made to feel important and motivated they can achieve more. According to this theory, people work hard and become loyal when they feel involved in the service delivery they provide for the institution

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