

## The Investigation of Determinants of Absenteeism among the Nurses of Public Hospitals

SAJIDA BATOOL<sup>1</sup>

Post RN, Department of Nursing, The University of Lahore

MUHAMMAD AFZAL

Principal, Department of Nursing, The University of Lahore

Prof. Dr. SYED AMIR GILLANI

Dean, Allied Health Sciences, The University of Lahore

### Abstract

**Purpose:** *The purpose of the study is to analyze the determinants responsible for absenteeism among the nurses of public hospitals of Lahore.*

**Methodology:** *The cross-sectional research design was used to analyze the factors causing the staff absenteeism in health care setting. The setting of this study was public hospitals of Lahore Pakistan. Sample was selected by simple random sampling technique. Target population was the staff nurses of the Punjab Institute of Cardiology. Data was gathered from the target population by floating questionnaire. Ethical consideration was applied. People are free to participate in the study and ensured the confidentiality.*

**Results:** *The results show that 70.29% participants agreed that they were being absent from work place due to workload and they also perform duty while other colleagues were absent. The study findings show that poor working condition also contributed to absenteeism as agreed by 67.5% of respondents. Same case happened regarding salary. Study's results show the significant positive relationship among the poor working condition and the absenteeism, employee's salary and absenteeism and also among poor working condition and absenteeism.*

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<sup>1</sup> Corresponding author: [sajidabatoool0@gmail.com](mailto:sajidabatoool0@gmail.com)

**Conclusion:** *Absenteeism has become a major challenge for health care organizations. The study concludes that the poor working condition of the hospital need to be improved in order to accommodate employees' basic needs and the management should maintain staff patient ratio because it put pressure on nurses as excessive workload and this leads to the absenteeism among nurses. Hospitals should also emphasize on the salaries of the nurses to avoid the absenteeism.*

**Keywords:** Absenteeism, Poor Working Conditions, Salary, Workload.

## **INTRODUCTION:**

Absenteeism describes the absence of the employees from work (Nunes, 2015). Employee's absenteeism is the critical issue worldwide and affect the efficiency of the organizations (Roelen et al., 2013). However, there may exists so many reasons of employee's absenteeism such as illness, accident, poor condition of work, over burden, environmental condition, inequality, lack of motivation, strikes, poor salary, lack of reward and family responsibilities (Harte et al., 2011). As nurses are the back bones of the hospitals as they comprise the large group of total population working in the hospital. Nurses are the important part of hospitals because of the constant touch with the patients and spent most of their time with patients and patient's related work. Thus, nurses are considered as representatives of the hospitals and responsible for the major tasks of the hospitals (Yasmin et al., 2015).

Nurse's absenteeism is a global issue as their absenteeism makes the work a difficult task for those who are at work and the completion of task by few persons compromise the patient care and the productivity of the organization (Rajbhandary et al., 2010). The study mentions that key factors that cause the nurse's absenteeism are inadequate staff, long and tough working hours stressful work, role ambiguity, lack of security at work place (Gaudine et al., 2013). Therefore, the

factors like workload, poor working conditions and salary need attention to overcome the issue of absenteeism among the nurses.

Absenteeism of the nurses leads to the increase in the shortage of the nurses at workplace and it becomes difficult for the manager to fulfill the nursing need of the patients and ultimately affect the patient care. Similarly, the study emphasizes that the absenteeism of the nurses at workplace cause overload on the other staff and ultimately affect the quality care of the hospitals (McHugh, 2001). Nonetheless, poor working conditions are also important and need focus of the administration to avoid the absenteeism of the employees from workplace. Poor working condition is the condition in which employees work under poor circumstances, unavailability of basic resources, worse environment, time pressure, extreme temperature, overcrowding of patient's relatives, poor light, poor supervisor support and lack of motivation. Such poor working conditions influence the efficiency of the work, employee's engagement and ultimately cause the employee's absence (Becker et al., 2008).

Furthermore, salary of the employees has also key importance regarding absenteeism. It works as the motivation for the employees and keep the satisfaction of the employees higher. This satisfaction of the employees keeps the employees active and regular at the workplace. Thus, the study noted that the lower salary of the employees becomes the reason of employee's poor work engagement and absenteeism (Barges et al., 2014).

### **Problem statement:**

Nurses play a key role to provide the patient care in the hospitals. Doctors are also dependent on the nurses for the efficient health care services. Therefore, absenteeism among the nurses causes negative effect on the patient care. The public hospitals face the critical issue of nurse's absenteeism which

raise the concern of the administration regarding the patient care. Moreover, the focus of the studies is not sufficient to resolve the problem of the nurse's absenteeism among the public hospitals of Pakistan. Thus, it is necessary to focus on the determinants of the absenteeism to resolve the issue of the absenteeism among the public hospital nurses.

### **Significance of the study:**

The current study will be helpful to understand the issue of nurse's absenteeism and the determinants behind the absenteeism. Moreover, administration of the hospital can get the help from this research and understand the relationship of workload, low salary and poor working condition with absenteeism. It will provide the support to the policy makers and the management of the public and private hospitals to understand the key elements of absenteeism.

### **Research Questions:**

- 1- To find out the possible factors and determinants that cause absenteeism among the nurses of Punjab cardiology.

### **Purpose of the Study:**

- 1- The purpose of the study is to analyze the determinants responsible for absenteeism among the nurses of public hospitals of Lahore.

### **LITRATURE REVIEW:**

Absenteeism is one of the big challenges for the organization and hospitals (Roelen et al., 2013). Nurse's absenteeism makes the staff shortage and makes it difficult for the supervisor to reallocating the work schedules to maintain the continuity of the patient care because the same work assigning to a new staff need orientation and guideline that cause stress and workload

which directly affect the patient care (Roelen et al., 2013). Marques et al., (2015) noted that nursing profession need to be focus as it comprises of large group of people in the health care settings. Nursing is a stressful working experience as constant touch with suffering and even with death, long working hours, work pressure and effort requires to obtain better outcome and efficient nursing care. Literature have examined that high level of nurse's absenteeism have great impact on the cost of organization, quality of the patient care and the organizational efficiency and productivity (Marques et al., 2015). Study have discussed the importance of nursing profession as the nurses perform multiple tasks to ensure the quality nursing care to relieve the patients from suffering. Thus, to meet the patient's requirements nurses bear the workload at the work place (Mueller et al., 2010).

In addition, literature have discussed that the working environment of nursing profession is unhealthy that effect both the psychological aspects and health of nurses which increases the possibility of the absenteeism (Bargas et al., 2014). Poor working conditions have key importance for the nurse's absenteeism from work. The study emphasizes on the further investigation of poor working condition among the health care workers (Abreu et al., 2010). Poor working condition is the condition in which employee work under different circumstances, which are poor working conditions, unavailability of basic resources, worse environment, time pressure, extreme temperature, overcrowding of patient's relatives, poor light, poor supervisor support and lack of motivation. Such conditions influence the work efficiency and work engagement of the employees (Becker et al., 2008).

According to Koekmoer and Mostert (2006) salary have also significant relationship with employee's absenteeism and it is observed that salary work as a motivator and if the employee gets the motivation in the form of good salary and incentive they will have job satisfaction which is very important in order

to work efficiently and increase work engagement. On the other hand, low salary will cause poor work engagement and poor job satisfaction that would leads to employee absenteeism (Barges et al., 2014).

Similarly, Work load is one of the alarming issues among the nurses of public hospitals and becomes the reason of absenteeism from work (Evens et al., 2010). Study results showed that nurses absence from workplace majorly due the factors like excessive work load, interpersonal relationships, lack of task control, role ambiguity, unfair management practices, work family conflicts and poor organizational climate (Frenck et al., 2010). The study also emphasizes on the further investigation of the factors (Frenck et al., 2010). Researches have been conducted to identify the different factors that contribute to absenteeism among nurses, however, the specific reason for absenteeism due to working conditions are unclear (Curationis, 2008). Hence the focus and need attention of the attention towards this issue is necessary. Both the nursing staff and patients in the hospital suffer with the consequences of poorly managed absenteeism. That consequences include stress, stain on the staff budget, increase in work load for those who are performing their duties, and the deterioration in the patient care. Hence the knowledge of the factors contributing to it is important to effectively manage the absenteeism. The absence of the information about these determinants effect negatively on the efforts made to manage the absenteeism (Curationis, 2008).

## **RESEARCH METHODOLOGY:**

The cross-sectional research design was used to analyze the factors affecting the staff absenteeism in health care setting. The setting of the study was public hospital of the Lahore Punjab cardiology. Sample was selected by simple random sampling technique. Target population was the staff nurses of

the Punjab Institute of Cardiology. Data was gathered from the target population by floating questionnaire. Ethical consideration was applied. People are free to participate in the study and mention their name their confidentiality informed. Questionnaire was adopted from Kovane (2015) and consist of 5-point Likert scale from strongly disagree (1) to strongly agree (5). Sample size was 187 which was calculated by Slovenes formula that is given bellow:

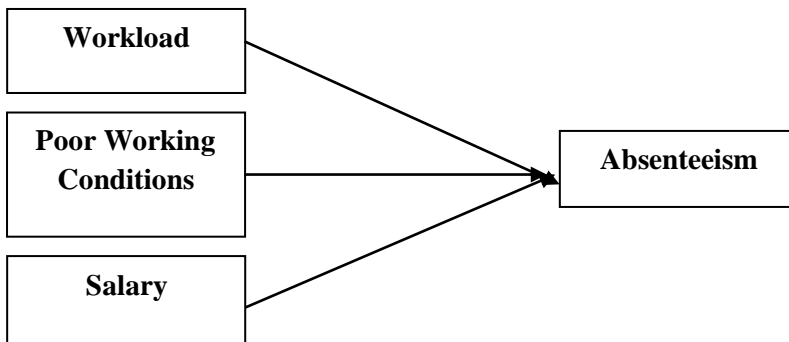
$n = \text{Sample size}, N = \text{Population}, E = \text{Margin of error}$

$n = N / (1 + N (E)^2), n = 350 / (1 + 350(0.05)^2)$

$n = 350 / (1 + 350(0.0025)), n = 350 / (1 + 0.875)$

$n = 350 / 1.875, n = 186.7$

### ***Theoretical Framework:***



### **Hypothesis:**

Ho: There is no positive significant relationship between workload and absenteeism

H1: There is positive significant relationship between workload and absenteeism

Ho2: There is no positive significant relationship between poor working condition and absenteeism.

H2: There is positive significant relationship between poor working condition and absenteeism.

Ho3: There is no negative significant relationship between salary and absenteeism

H3: There is negative significant relationship between salary and absenteeism

**DATA ANALYSIS:**

Data consist of two types of data demographic and descriptive data that is classified as A and B. section A consist of demographic analysis such as age, qualification, gender and marital status a and B contain descriptive analysis that is used to analyze the factors of absenteeism such as poor working condition, work load and salary and to analyze how they contribute to staff absenteeism.

**Section: A**

**Demographic Data:**

**Gender:**

**Table no: 1 Gender**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	7	3.7	3.7	3.7
	Female	180	96.3	96.3	100.0
	Total	187	100.0	100.0	

Table no: 1 shows that from total respondents 187 the female nurses were (180) that were 96.3% and male nurse (7) that were 3.7 %.

**Age:**

**Table no: 2 Age**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-25	54	28.9	28.9	28.9
	26-30	92	49.2	49.2	78.1
	31-36	26	13.9	13.9	92.0
	37-47	12	6.4	6.4	98.4
	48-55	3	1.6	1.6	100.0
	Total	187	100.0	100.0	



Table no: 2 shows that from the total respondents who participate in the study were from 20-55years. (54)28.9 % participants were from 20-25 age group, (92)49.2 % were from 26-30 years age, (26) 13.9 5% were from 31-36 years of age, (12) 6.4% were from 37-47 age and (3) 1.6 % of the participants were from 48-55 years.

### Experience:

Table no: 3 Experience

	Frequency	Percent	Valid Percent	Cumulative Percent
less then1 year	34	18.2	18.2	18.2
1-5	113	60.4	60.4	78.6
Valid 6-10year	29	15.5	15.5	94.1
above10year	11	5.9	5.9	100.0
Total	187	100.0	100.0	

Table no: 3 shows that the respondent with job experience less than 1 year were (33) 18.2%, with job experience 1-5 years were (113)60.4 %,respondents with job experience 6-10 years were (29)15.5% and those who have experience above 10 years were (11)6.2%.

### Marital status:

Table no: 4 Marital status

	Frequency	Percent	Valid Percent	Cumulative Percent
married	65	34.8	34.8	34.8
Valid Single	122	65.2	65.2	100.0
Total	187	100.0	100.0	

Table no: 4 shows that the total respondents who participate in the study (65) 34.8%, were married and (122) 65.2 % were single.

**Qualification:**

**Table no: 5 Qualification**

	Frequency	Percent	Valid Percent	Cumulative Percent
Nursing Diploma	130	69.5	69.5	69.5
Valid BSN	57	30.5	30.5	100.0
Total	187	100.0	100.0	

Table no: 5 shown that from the total participant who participate in the study 130(70.8%) were having nursing diploma and those who have BSN degree were 57(28%).

**Section B:** Section B consists of reasons of absenteeism among nurses. These are workload, poor working conditions and salary

**Workload:**

**Question no: 1**

**Table no: 6 You have enough work to keep busy at a clinical site**

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	17	9.1	9.1	9.1
Disagree	37	19.8	19.8	28.9
Valid Neutral	13	7.0	7.0	35.8
Agree	94	50.3	50.3	86.1
Strongly Agree	26	13.9	13.9	100.0
Total	187	100.0	100.0	

As show in table no: 6 from total respondents who respond to this question that they have enough work which keep them busy at clinical site. Those who strongly disagree were 9.1% (17), those who disagree were (27) 15 %, those who were neutral to this question were (24) 11% and those who agreed were (94) 54.3% and who strongly agreed were (37) 19.8%.

### Question no: 2

**Table no: 7 You do the work assigned to you done in time**

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	7	3.7	3.7	3.7
Disagree	37	19.8	19.8	23.5
Neutral	8	4.3	4.3	27.8
Agree	101	54.0	54.0	81.8
Strongly Agree	34	18.2	18.2	100.0
Total	187	100.0	100.0	

As show in table no: 7 the total respondents who respond to this question that they perform duty assigned them done at time. Those who strongly disagree to this question were (7) 3.7%, those who disagree were (37)19.8%, those who remain neutral were (8)4.3%, those who agreed were (101)54 % and those who were strongly agreed were (34) 18.2%.

### Question no: 3

**Table no: 8 You work in place of absent colleague**

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	6	3.2	3.2	3.2
Disagree	24	12.8	12.8	16.0
Neutral	15	8.0	8.0	24.1
Agree	93	49.7	49.7	73.8
Strongly Agree	49	26.2	26.2	100.0
Total	187	100.0	100.0	

As show in above table no: 8 from the total respondents who respond to this question that you work in place of absent colleagues. Those who strongly disagree were (6) 3.2% those who were disagree (24)12.8 %, those who remain neutral to this question were (15) 8 %, those who agree were (93) 49.7 % and those who were strongly agree were (49) 26.2%

**Question no: 4**

**Table no: 9 You are able to all work independently**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	18	9.6	9.6	9.6
Disagree	25	13.4	13.4	23.0
Neutral	15	8.0	8.0	31.0
Agree	75	40.1	40.1	71.1
Strongly Agree	54	28.9	28.9	100.0
Total	187	100.0	100.0	

As show in above table no: 9 from the total respondents who respond to this question that **you are able to all work independently**. Those who strongly disagree were (18) 9.6%, those who were disagree were (25)13.4%, those who remain neutral were (15) 8%, those who were agree (75)40.1% and those who strongly agree were (54)28.9%

**Poor Working Conditions**

**Question no: 1**

**Table no: 10 Poor working conditions for example lighting and temperature are satisfied**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	15	8.0	8.0	8.0
Disagree	45	24.1	24.1	32.1
Neutral	11	5.9	5.9	38.0
Agree	73	39.0	39.0	77.0
Strongly Agree	43	23.0	23.0	100.0
Total	187	100.0	100.0	

As shown in table no: 10 from the total respondents who respond to this question that physical working conditions (for example light and temperature) are satisfied. Those who were strongly disagree (15)8%, those who disagree were (45) 24.1%, those who remain neutral were (11)5.9%, those who agree (73) 39% and those who were strongly disagree were (43)23%.

### Question no: 2

**Table no: 11 You are encounter with considerable noise gasses, poor lighting, crowding of people and or any other problems that concern your physical working conditions**

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	13	7.0	7.0	7.0
Disagree	14	7.5	7.5	14.4
Neutral	5	2.7	2.7	17.1
Agree	91	48.7	48.7	65.8
Strongly Agree	64	34.2	34.2	100.0
Total	187	100.0	100.0	

As shown in above table no: 11 from total respondents who respond to this question that they encounter during duty like noise, gasses, poor lighting and crowd. Those who strongly disagree were 7% (13) those who disagree were (14) 7.5%, those who remain neutral were (5) 2.7%, those who agree were (90)48.1% and those who strongly agree were (64)34%.

### Question 3

**Table 12: Facilities (such as toilets and kitchens) are meet your needs**

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	7	3.7	3.7	3.7
Disagree	45	24.1	24.1	27.8
Neutral	12	6.4	6.4	34.2
Agree	48	25.7	25.7	59.9
Strongly Agree	75	40.1	40.1	100.0
Total	187	100.0	100.0	

As shown in table no: 12 from total respondents who respond to this question, those who were strongly disagree (7)3.7%, those who disagree were (45)24.1%, those who remain neutral were (12)6.4%, those who agree were (48)25.7%, and those who strongly agree were (75) 40.1%.

**Question no: 4**

**Table no: 13 Your job equipment for example computer, stationary and tools in good condition**

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	12	6.4	6.4	6.4
Disagree	35	18.7	18.7	25.1
Neutral	28	15.0	15.0	40.1
Agree	30	16.0	16.0	56.1
Strongly Agree	82	43.9	43.9	100.0
Total	187	100.0	100.0	

As shown in above table no: 13 from the total respondent who respond to this question those who strongly disagree were (12)6.4%, those who disagree were (35) 18.7%, those who remain neutral were (28)15%, those who agree were (30)16% and those who strongly agree were (82) 43.9%.

**Salary:**

**Question no: 1**

**Table no: 14 You are satisfied with the salary package**

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	12	6.4	6.4	6.4
Disagree	18	9.6	9.6	16.0
Neutral	17	9.1	9.1	25.1
Agree	33	17.6	17.6	42.8
Strongly Agree	107	57.2	57.2	100.0
Total	187	100.0	100.0	

As shown in table no: 14 from total respondents who respond to this question that they are satisfied with their salary, those who were strongly disagree (12)6.4%, those who disagree were (18)9.6%, those who remain neutral were(27)14.4%, those who were agree (57) 30.5% and those who strongly agree were (69) 36.9% were strongly agree that they are satisfied with the salary.

**Question no: 2**

**Table no: 15 Your salary compares well with other people's salary having similar qualification and experience**

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	12	6.4	6.4	6.4
Disagree	22	11.8	11.8	18.2
Neutral	27	14.4	14.4	32.6
Agree	57	30.5	30.5	63.1
Strongly Agree	69	36.9	36.9	100.0
Total	187	100.0	100.0	

As shown in table no: 15 and from all respondents who respond to this question that their salary is well compare with others people having the similar qualification and experience. Those who strongly disagree were (12)6.4%, those who disagree were (22) 11.8% , those who were neutral (27)14.4%, those who agree were (57) 30.5% and those who were strongly agree were (69) 36.9%.

**Question no: 3**

**Table no: 16: Your salary is adequate to motivate to work hard at all times**

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	12	6.4	6.4	6.4
Disagree	28	15.0	15.0	21.4
Neutral	13	7.0	7.0	28.3
Agree	55	29.4	29.4	57.8
Strongly Agree	79	42.2	42.2	100.0
Total	187	100.0	100.0	

As shown in table no: 16 from total respondents who respond to this question that their salary is adequate to motivate them to work hard all time. Those who strongly disagree were (12) 6.4%, those who disagree were (28)15%, those who remain neutral were (13) 7%, those who agree were (55) 29.4% and those who were strongly agree (79)42.2%.

**Question 4:**

**Table no: 17 Your input adequately remunerated**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	27	14.4	14.4	14.4
Disagree	28	15.0	15.0	29.4
Neutral	20	10.7	10.7	40.1
Agree	80	42.8	42.8	82.9
Strongly Agree	32	17.1	17.1	100.0
Total	187	100.0	100.0	

As shown in above table no: 17 from total respondents who respond to this question those who strongly disagree were 13.9% (26), those who were agree were (28)15%, those who remain neutral were (20)10.7%, those who agree were (80)42.8% and those who strongly agree were (32)17.1%.

**Absenteeism:**

**Question no: 1**

**Tab no: 18 I go to work even when I am sick condition**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	12	6.4	6.4	6.4
Disagree	35	18.7	18.7	25.1
Neutral	28	15.0	15.0	40.1
Agree	30	16.0	16.0	56.1
Strongly Agree	82	43.9	43.9	100.0
Total	187	100.0	100.0	

Above table no: 18 shows that the respondents who were strongly disagree with question no.1 are 12 (6.4%), those who are disagree were 35(18.7%), neutral were 28 (15.0%), agreed were 30 (6.0%) and strongly agreed were 82 (43.9%).

**Question no: 2**

**Table no: 19: Sick time can be used for personal obligations**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	12	6.4	6.4	6.4
Disagree	18	9.6	9.6	16.0
Neutral	17	9.1	9.1	25.1
Agree	33	17.6	17.6	42.8
Strongly Agree	107	57.2	57.2	100.0
Total	187	100.0	100.0	



Above table no: 19 shows that the respondents who strongly disagree with question no. 2 were 12 (6.4%), those who disagree were 18(9.6%), neutral were 17(9.1%), agreed were 33(17.6%) and strongly agreed were 107(57.2%).

### Question no: 3

Table no: 20 I avoid using sick time even when

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	12	6.4	6.4	6.4
Disagree	22	11.8	11.8	18.2
Neutral	27	14.4	14.4	32.6
Agree	57	30.5	30.5	63.1
Strongly Agree	69	36.9	36.9	100.0
Total	187	100.0	100.0	

Above table no.20 shows that the respondents who strongly disagree with question no.3 were 12(6.4%), those who disagree were 22(11.8%), neutral were 27(14.4%), agreed were 57(30.5%) and strongly agreed were 69 (36.9%).

### Question no: 4

Table no: 21 I am very sick

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	12	6.4	6.4	6.4
Disagree	28	15.0	15.0	21.4
Neutral	13	7.0	7.0	28.3
Agree	55	29.4	29.4	57.8
Strongly Agree	79	42.2	42.2	100.0
Total	187	100.0	100.0	

Above table no: 21 shows that the respondents who strongly disagree with question no.4 were 12 (6.4%), those who disagree were 28 (15.0%), neutral were 13(7.0%), agreed were 55 (29.4%) and strongly agreed were 79 (42.2%).

### Question no: 5

Table no: 22 I abuse my sick time

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	27	14.4	14.4
	Disagree	28	15.0	29.4
	Neutral	20	10.7	40.1
	Agree	80	42.8	82.9
	Strongly Agree	32	17.1	100.0
	Total	187	100.0	100.0

Above table no: 22 shows that the respondents who strongly disagree with question no.5 were 27(14.4%), those who disagree were 28 (15.0%), neutral were 20 (10.7%), agreed were 80(42.8%) and strongly agreed were 32 (17.1%).

### Question no: 6

Table no: 23: I use as much sick time as necessary to get completely over an illness

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	18	9.6	9.6
	Disagree	25	13.4	23.0
	Neutral	15	8.0	31.0
	Agree	75	40.1	71.1
	Strongly Agree	54	28.9	100.0
	Total	187	100.0	100.0

Above table no: 23 shows that the respondents who strongly disagree with question no. 6 were 18(9.6%), those who disagree were 25(13.04%), neutral were 15(8.0%), agreed were 75(40.1%) and strongly agreed were 54(28.9%).

### Reliability:

#### Poor working condition:

Table no: 24 Reliability Statistics

Cronbach's Alpha	N of Items
.698	4

Table no. 24 shows the results of reliability of poor working condition scale. The results reveal that value of Cronbach's alpha for the scale of poor working condition is .698 which meets the standard criteria of reliability. So, the instrument of the current study is reliable.

### **Absenteeism:**

**Table no: 25 Reliability Statistics**

Cronbach's Alpha	N of Items
.784	6

Table no: 25 shows the value of Cronbach's alpha for the scale of absenteeism is .784 which is above .70 and meets the standard criteria. So, the instrument of absenteeism is reliable.

### **Workload:**

**Table no: 26 Reliability Statistics**

Cronbach's Alpha	N of Items
.778	4

Table no: 26 shows the value of Cronbach's alpha for the scale of workload is .778 which is above .70 and meets the standard criteria. So, the instrument for workload is reliable.

### **Salary:**

**Table no: 27 Reliability Statistics**

Cronbach's Alpha	N of Items
.752	4

Table no: 27 shows the value of Cronbach's alpha for the scale of salary is .752 which is above .70 and meets the standard criteria. So, the instrument for the study is reliable.

### **Validity:**

#### **Workload**

**Tab no: 28 KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.686
	Approx. Chi-Square	99.993
Bartlett's Test of Sphericity	Df	6
	Sig.	.000

Tab no: 28 shows that the value of KMO is .686 which is above .50 and the value of Bartlett's test is <0.05 which is significant and meets the standard criteria, so the study fulfill the criteria of KMO and Bartlett's. So, the instrument of Workload is valid.

### **Poor working condition**

**Tab no: 29 KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.728
	Approx. Chi-Square	226.590
Bartlett's Test of Sphericity	Df	6
	Sig.	.000

Tab no: 29 shows that the value of KMO is .728 which is above .50 and the value of Bartlett's test is <0.05 which is significant and meets the standard criteria. So, instrument of the Poor working condition is valid.

### **Salary:**

**Tab no: 30 KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.746
	Approx. Chi-Square	225.073
Bartlett's Test of Sphericity	Df	6
	Sig.	.000

Tab no: 30 shows that the value of KMO is .746 which is above .50 and the value of Bartlett's test is <0.05 which is significant and meets the standard criteria. So, the instrument of Salary is valid.

### **Absenteeism:**

**Tab no: 31 KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.798
	Approx. Chi-Square	353.236
Bartlett's Test of Sphericity	Df	15
	Sig.	.000

Tab no: 31 shows that the value of KMO is .798 which is above .50 and the value of Bartlett's test is <0.05 which is significant and meets the standard criteria. So, instrument of Absenteeism is valid.

**Correlation:**

**Tab no: 32 Correlations**

		Workload	PWC	SAL	Absenteeism
Workload	Pearson Correlation	1	.274**	.441**	.285**
	Sig. (2-tailed)		.000	.000	.000
	N		187	187	187
PWC	Pearson Correlation		1	.346**	.258**
	Sig. (2-tailed)			.000	.000
	N			187	187
SAL	Pearson Correlation			1	-.304**
	Sig. (2-tailed)				.000
	N				187

Tab no: 32 shows that the relationship between work load and absenteeism is positive with the value .285 and significant as p value is .00 which is less than .05. Similarly, the relationship between poor working condition and absenteeism is positive with the value .258 and significant as p value is .00 which is less than .05. However, the relationship between absenteeism and salary is negative with the value -.304 and significant as the p value is .00 which is less than .05.

**Regression:**

**Tab no: 33**

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.375*	.140	.126	.83720	.140	9.954	3	183	.000

Tab no: 33 shows that the value of R square is .140, which shows that 14% of total variation in dependent variable absenteeism caused by independent variables poor working condition, workload and salary.

**ANOVA:**

**Table no: 34 ANOVA<sup>a</sup>**

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	20.931	3	6.977	9.954	.000 <sup>b</sup>
Residual	128.266	183	.701		
Total	149.197	186			

Table no: 34 shows that ANOVA is significant as p value is .00 which is less than .05 and significant.

**Table no: 35**

**Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
Workload	.188	.088	.164	2.128	.035	.789	1.267
PWC	.204	.099	.151	2.051	.042	.862	1.160
SAL	-.171	.075	-.179	-2.265	.025	.751	1.331

Table no: 35 shows that the relationship between workload and absenteeism is significant as p value is .035 which less than .05. Moreover, the increase of 1 unit of workload will increase in absenteeism with the value of 18.8%. Similarly, the relationship between poor working condition and the absenteeism is significant as p value is .042 which is less than .05 and t value is also positive 2.840. likewise, with the increases of 1 unit in PWC will increase the absenteeism with value of 20.4%. Moreover, the relationship between salary and absenteeism is negative significant as p value is .025 which is less than .05 and t value is -2.265. Which means with the increase in 1 unit in salary will decline the absenteeism with 17.1 %.

**DISCUSSION:**

The aim of current study is to analyze the factors responsible for the absenteeism in health care setting. Those determinants are also responsible for the deterioration of the quality of the

care in hospitals. Hence, the main focus is to find out the determinants and how they affect staff absenteeism. The study results show the significant relationship among the poor working condition and absenteeism, increased workload and absenteeism and low salary and absenteeism. The study results also support the hypothesis. In demographic data, participant of age from 26-35 were 49.2% that are mostly female. Participant of the study mostly were diploma holders that were 69.5%. Due to increased workload the staff absenteeism was 70.29%. Similarly, according to Pilly (2009) absenteeism due to increased workload is at the extreme level. Extra duty hours and absenteeism of nurse's employee put pressure of work and stress on other staff which remain present (Pillay, 2009). Participants who respond to poor working condition such as excessive light, noise, overcrowding were 67.5%. These findings supported by the results of study that poor working condition contribute to staff absenteeism 59% (Kovane, 2015). Respondents that were agree to satisfactory working condition were 45% those who were disagree 51% . The respondents who were satisfied with their salaries were 68.36% (Schalk et al., 2010).

The results of the current study also show that there exists positive and significant relationship of workload and poor working conditions with absenteeism. However, this study findings show that the negative and significant relationship exists between salaries and absenteeism among the nursing staff of the public hospitals.

## **CONCLUSION:**

This study highlights the determinants responsible for absenteeism among nurses of public hospitals. Study's results show the significant positive relationship among the poor working condition and the absenteeism, employee's salary and absenteeism and workload and absenteeism. Similarly,

according to Curationis (2008) the poor working condition, low salary and workload have significant relationship with the absenteeism of staff in health care settings. Absenteeism has become a major challenge for health care organizations. The study concludes that the poor working condition of the hospital need to be improved to accommodate employees' basic needs and the management should maintain staff patient ratio because it put pressure on nurses as excessive workload and this leads to the absenteeism among nurses. Hospitals should also emphasize on the salaries of the nurses to avoid the absenteeism.

**Recommendations:**

Further studies should consider the other potential determinants that cause the absenteeism and poor work engagement in health care settings other than salary, work load and poor working condition.

**Limitation of the study:**

The present study was conducted in a very short time and entirely on female employee of public hospital of Lahore. Due to shortage of time simple random sampling technique was used for the purpose or gather data from respondents.

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