

UNIVERSITI TEKNOLOGI MARA

**DETERMINANTS OF WORKERS
ABSENTEEISM IN THE PRIVATE
SECTORS COMPANIES.
A CASE STUDY IN SHAH ALAM,
SELANGOR**

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ABSTRACT

The purpose of the study is to determine the determinants of workers absenteeism in private sector companies which located in Shah Alam, Selangor. There are four (4) objectives of the study. The first research objective is to determine the relationship between stress, leadership, health conditions, work life balance and workers absenteeism. Next, the research objective is to determine the level of workers absenteeism. The third research objective is to determine the most significant predictors of workers absenteeism. Finally, the research objective is to determine significant effect of gender between stress, leadership, health conditions, work life balance and workers absenteeism. In 2017, Malaysian employees lose 67 days a year to absenteeism due to poor health and fitness. The average yearly cost of health-related absenteeism per organisation is estimated at RM2.7 million. This is just one of the findings of the 2017 Malaysia's Healthiest Work Place by AIA Vitality on 47 small, medium and large-sized companies in cities across Malaysia. Based on past research, it shows that the rate of workers absenteeism is increasing year by year. In this study, questionnaire was used in order to collect the data. The data was analysed by using SPSS version of 26.0. Based on the SPSS data, the researcher found that stress is the most significant factor that influencing the workers absenteeism. It is also found that the level of worker absenteeism in Shah Alam, Selangor is high. Apart from that, all of the factors have significant relationship with the workers absenteeism. Finally, the researcher found that gender had no effect towards stress, leadership, health conditions, work life balance, and workers absenteeism.

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CHAPTER ONE

INTRODUCTION

1.1 Preamble

In this chapter, it highlighted about background of the study which is history workers absenteeism. This will result in bad reputation of workers attendance especially in private sector companies. Moreover, problem statement is provided in order to have clear understanding on the topic of the determinants of workers absenteeism in private sector companies that located in Shah Alam, Selangor. Research questions are also discussed in this chapter followed by the research objective. Scope of the study is highlighted as to examine the overview of the study. Furthermore, the significance of the study, definition of the terms as well as terminologies and concepts are deliberated to provide clear understanding about the study.

1.2 Background of The Study

The topic of absenteeism is common yet serious issue in the context of labour and employment in Malaysia. Absenteeism is a popular topic that happen across different industries or companies at various departments and management's level.

Firstly, what is the meaning of absenteeism and what absenteeism is all about? It is very important to understand the meaning of absenteeism itself in order to determine the background of the study. Moreover, based on statement of Patton and Johns (2012), absenteeism is known as the common research phenomena that related with the history of human resource (HR) management and organizational behaviour. As early as 1950s, most of the academic researchers discuss immensely regarding the workers absenteeism as to understand the reasons and factors of behaviour in order to reduce the effect on company's productivity and its profitability (Gosselin, Lemyre, & Corneil, 2013). Despite various interests, development and intervention of proposed theories before, but still the issue of absenteeism remains as the organizational problem that business managers keep searching the effective solutions as to minimize the level of absenteeism in the organization (Edwards, 2014). According to Livanos and