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THE INFLUENCE OF EMPLOYEE'S MOTIVATION TOWARDS THE ABSENTEEISM IN WORKPLACE

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DECEMBER-MAY 2011

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ABSTRACT

"Absenteeism due to low morale or job dissatisfaction usually begins with a psychological withdrawal (Noe et al, 2006). This means that although the employee may be there physically, their mind is somewhere else. Psychological withdrawal can take many forms. An employee may display very low levels of job involvement. At this point the employee has disengaged and no longer considers their work important. There may also be a total disconnect from the company as a whole. The employee now has a low level of organizational commitment. When commitment is gone, absenteeism is on the rise. The employee no longer can identify with the organization and is unwilling to put forth much effort on its behalf." Improving employee morale and motivation is a critical concern for managers in order to increase productivity. That is why there is a discussion on employee morale and motivation, including a review of literature describing views on extrinsic versus intrinsic motivators and some of the debates regarding motivation in general. The paper closes with a classification of methods for managers on improving employee morale and motivation in five categories: salary or wages, rewards and incentives, working condition, job design and job security.

CHAPTER 1

INTRODUCTION

1.0   INTRODUCTION

The term motivation is derived from the Latin word 'movere' which means to move. Motivation has been defined as psychological processes that cause the arousal, direction, and persistence of voluntary activities that are goal oriented (Mitchell, 1982) or a predisposition to behave in a purposive manner to achieve specific, unmet needs (Buford, Bedeian, & Lindner, 1995), an internal drive to satisfy an unsatisfied need (Higgins, 1994); and the will to achieve (Bedeian, 1993). It is like the steering wheel of a vehicle that directs our activities. For (Bartol and Martin, 1998) define motivation as a force that energizes behavior, gives direction to behavior, and underlies the tendency to persist. The employee needs to be motivated for the survival of the organization itself. For this paper motivation operationally define the inner force that drive the feel of the employee to absent from workstation and willing show up at the workplace.

There are five approaches that have led us to the understanding of motivation which are the Maslow's need-hierarchy theory, Herzberg's two- factor theory, Vroom's expectancy theory, Adams' equity theory, and Skinner's reinforcement theory. According to Maslow theory in (McShane and Glinow, 2010), employees have five levels of needs: physiological, safety, social, ego, and self- actualizing. According to (Vondalkar, 2007), Herzberg's work categorized motivation into two factors which are the motivators and hygiene motivator or intrinsic factors, such as achievement and recognition, produce job satisfaction. Hygiene or extrinsic factors, such as pay and job security, produce job dissatisfaction.

CHAPTER 2
LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1   LITERATURE REVIEW

This chapter provides a review of the literature on employee's motivation and absenteeism and also the conceptual framework of the study.

2.1.1 INTROCUTION

The literature review will endeavour to provide a theoretical body of knowledge related to the two variables of the present study, namely motivation and absenteeism in the workplace. The main purpose of the present study is to determine whether there is a statistically significant influence of the motivation towards the absenteeism. Literature suggests that absenteeism is a major problem in many organisations, hence, the importance of focusing on this behaviour within the organisation. According on the (Kondalkar, 2007), stated that the motivation is important to reduce the employee turnover and absenteeism. Where employee absenteeism and turnover is caused due to low level of motivation on the part of managers and when the dissatisfaction is increased employees who do not enjoy too work assigned to them and therefore there will have tendency of absenteeism. It is important for organisations to understand the implications of motivation on the job as it might lead to absenteeism, which in turn can become a costly problem to employers. The next chapter to provide a theoretical overview motivation influence with other variables in the organisation and to highlight its impact on organisations today.