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Factors Related to Absenteeism among Nurses in Health Care Sector

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Abstract:

Absenteeism is defined as the absence of employees from work. Nursing is considered a largest department of medical institutions because nursing staff comprises 40–60% of total human resources working in hospitals and their absenteeism cause shortage of nurses which has direct effect on patient care and on the productivity of an organization. Nurse's absenteeism is a global issue because this worsens the existing shortage of nurses. In Punjab Institutions of Cardiology nurses were faced with challenges like poor working conditions as well as physical exhaustion from the workload. These are the factors that contributing to nurse absenteeism in PIC Lahore. Determine the factor of absenteeism among nurses of Punjab Institute of Cardiology. Descriptive cross-sectional study design used to determine the factors of absenteeism among nurses. The study was carried out in PIC Lahore. Sample size was 187 which draw from target population 350 nurses working in PIC Lahore. Participants were selected by simple random sampling technique. A self-administered questionnaire was used for data collection. The results show that 70.29% participants agreed that they being absent from work place due to workload because they have enough work at clinical site and they also perform duty in their absent colleague. The study findings show that 67.5% participants agreed that physical working conditions like excessive light, temperature, noise, and overcrowding, working environment were not favorable for them and they consider it contributing factor of their absenteeism. Absenteeism has become a major challenge for health care organizations. The study concludes and recommends that the physical working conditions of the hospital need to be improved for the accommodation of employees' basic needs and the management should maintain staff patient ratio because it put pressure on nurses as excessive workload and this leads to absenteeism among nurses.

Keywords: Factors, absenteeism, workplace, nurses

1. Introduction

Absenteeism is an expression to describe the absence of employees from work (Nunes, 2015). Employee absenteeism is a big challenge because they are the work force of organizations. Organization cannot be successful and functional without their employees. There are many reasons of employee absenteeism from work like sickness, emergency of any kind and accidents. Employee absenteeism become a major issue all over the world and also become costly for the organizations (Harte et al., 2016).

Nursing is considered a biggest department of medical institutions because nursing staff comprises 40–60% of total human resources working in hospitals. Nurses are important part of medical team because they have close contact to the patients and spent most of their time in patient related activities. So it is consider that nurses are the representative of hospital image (Yasmin et al., 2015).

Nurses play an important role in providing health care services because they are the strength of health care organization and health care system all over the world. Nurses absenteeism is a global issue because this cause shortage of nurses which has direct effect on patient care, on an organization and its productivity (Rajbhandary et al., 2015). Nurses' absenteeism from work disorganize the routine work in health care setting. There are many factors like job dissatisfaction, illness, family responsibilities, physical condition of ward, burnout, overburdened, environmental conditions, inequality or favoritism, lack of motivation, strikes, poor salary, lack of rewards and incentives (Roelen et al., 2013).

Nurses have higher rate of absenteeism due to many factors like under staffing, inflexible working schedules, stress at work or at home, role ambiguity, lake of security at work place, lack of attendance at work place (Gaudine et al., 2013) Nurses spend most of the time in patient related activities so the environment in which they work is most important like equipment availability, noise, poor lighting, extreme temperatures and overcrowded by relatives so all these things contribute to nurse's absenteeism. The factors related to organization structure include working place and time pressure cause nurses absent from their work place (Becker et al., 2018). It is usually observed that when nurses underpaid they are demotivated and most likely to being absent from work (Bargas et al., 2014).

Nursing professionals need more attention because they represent the major group of people in any health care setting. Nursing is considered a stressful and tense profession, resulting from contact with suffering and death, working in shifts, increase rate of work, professional versatility, and musculoskeletal effort required to perform the care. Nurses need more esteem and relief in work place. Their absenteeism has great impact and cost for the organization. The presence of nursing staff improves the quality of patient care and organizational productivity (Marques et al., 2015).

Responsibilities of nurses are combination of multiple tasks because every patient require quality care and relief from suffering so to fulfill all patients requirements it increase their workload in work place (Mueller et al., 2016). Shortage of nurses is a worldwide problem and their absenteeism has a great risk for organization sustainability (Roelen et al, 2014). Work environment of nursing professionals is unhealthy, both in material and psychological aspects and, being subject to poor working conditions, the maintenance of their health is impaired. This increase the possibility of their absenteeism (Bargas et al., 2014)

According to the study of (Abreu et al., 2014) nurses work in hospitals is characterized by exposure to physical and emotional exhaustion and this contribute absenteeism due to daily contact with the pain and the suffering of clients and family members.

Nurses absent from work place due to excessive work load, interpersonal relationships, lack of task control, role ambiguity, unfair managing practices, family and job conflicts, training or career development issues and poor organizational climates (Frenk et al., 2018).

According to the study findings of Koekmoer & Mostert (2015) salary has direct effect on nurse's absenteeism because when they are not satisfied with the remuneration which they obtain this cause demotivation and contribute to absenteeism.

Absenteeism due to illness has complex and multi factorial features, so that it is essential to approach these to improve the quality of nursing care, satisfaction with work and reducing institutional costs. Factors associated with absenteeism due to illness were: age, education, job, and shift, time in the institution and workplace conditions (Burmeister, E. A., et. al., 2018).

A significant difference between countries was identified in nurses' absenteeism and intent to leave. Increased perception of unit staffing inadequacy, lower job satisfaction, less nurse experience, and younger age were significant contributors to nurse absenteeism and intent to leave (Lukins, A., & Bergman, L., 2017).

1.1. Aims of the Study

To see factors related to absenteeism among nurses in health care sector.

1.2. Significance of the Study

This study helps to assess the factors causing absenteeism among nurses. I will inform administration about these factors and administration can make strategies or policies to eliminate these factors and reduce absenteeism rate in the organization for better quality of care.

2. Methods

2.1. Setting

The setting for this research was Punjab institute of cardiology Lahore.

2.2. Research Design

A cross-sectional analytical study design was used.

2.3. Population

The study population for this research will be all nurses working in Punjab institute of cardiology Lahore.

2.4. Sampling

The simple random sampling techniques was be used to collect data from selected population. A sample of n=186 was recruited from the targeted population).

2.5. Research Instrument

- After taking informed consent, data was collected by the help of collection tool questionnaire adopted Kovane, (2015).
- Data was collected from 186 staff nurses.

2.6. Methods Used to Analyze Data

Data was analyzed by using SPSS version 22.0 statistical software for data analysis.

- Demographic variables like age, gender, marital status, education etc. was analyzed by using descriptive statistics like frequency, percentage, mean and standard deviation. Percentages were calculated for categorical data while continuous data will be analyzed through mean and standard deviation.

2.7. Study Timeline

The data was collected from September 2018 to December 2018.

2.8. Ethical Consideration

The rules and regulations set by the ethical committee of Lahore School of Nursing was followed while conducting the research and the rights of the research participants will be respected.

- Written informed consent attached was taken from all the participants.

- All information and data collection were kept confidential.
- Participants were remained anonymous throughout the study.
- The subjects were informed that there are no disadvantages or risk on the procedure of the study.
- They were also informed that they will be free to withdraw at any time during the process of the study.
- Data was kept in under key and lock while keeping keys in hand. In laptop it will be kept under password.

3. Results

3.1. Profile of the Respondents

Respondents were taken from different selected groups of studies at Lahore School of Nursing.

Profile		(f)	%
Age	20-25	54	28.9
	26-30	92	49.2
	31-36	26	13.9
Gender	Male	7	3.7
	Female	180	96.3
Experience	less than 1 year	34	18.2
	1-5	113	60.4
	6-10 year	29	15.5
Marital Status	Married	65	34.8
	Single	122	65.2
Qualification	Nursing Diploma	130	69.5
	BSN	57	30.5

Table 1: Demographic Frequency

Table No 1 displays that the total sample size (n=187) Female nurse are dominant then male. Female nurses (n=180) 96.3% and male nurse was only (n= 7) 3.7 % are male nurses.

Age. The age of participant represents the range of respondents was 20-55 years. (n=54) 28.9 % participant was 20-25 age group, (n=92) 49.2 % from 26-30 years age, (n=26) 13.9 % from 31-36 years of age, (n=12) 6.4% from 37-47 and (n=3) 1.6 % from 48-55 years. The job experience of nurses less than 1 year was (n=34) 18.2%, (n=113) 60.4 % were 1-5 years of experience, (n=29) 15.5% have 6-10 years of experience and (n=11) 6.2% above 10 years of experience. Marital status of respondents from (n=187) were married (n=65) 34.8 % and (n=122) 65.2 % were Single. The qualification of participants was recorded (n=130) 70.8% having nursing diploma and (n=57) 28% having BSN.

SO	Question Workload	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	You have enough work to keep busy at clinical site	(17) 9.1%	(37) 19.8%	(13) 7.0%	(94) 50.3%	(26) 13.9%
2	You do the work assigned to you done in time	(7) 3.7%	(37) 19.8%	(8) 4.3%	(101) 54%	(34) 18.2%
3	You work in place of absent colleague	(6) 3.2%	(24) 12.8%	(15) 8.0%	(93) 49.7%	(49) 26.2%
4	You are able to work independently	(18) 9.6%	(25) 13.4%	(15) 8%	(75) 40.1%	(54) 28.9%
	Physical working conditions					
5	Physical working conditions (for example lighting and temperature are satisfied)	(15) 8.0%	(45) 24.1%	(11) 5.9%	(73) 39%	(43) 23%
6	You are encounter with considerable noise, gasses, poor lighting, crowding of people and or any other problems that concern your physical working conditions	(13) 7%	(14) 7.5%	(5) 2.7%	(90) 48.1%	(64) 34.2%
7	Facilities (such as toilets and kitchens) are meet your needs Salary	(7) 3.7%	(45) 24.1%	+(12) 6.4%	(48) 25.7%	(75) 40.1%
8	Your job equipment for example, computer, stationary and tools in good condition	(12) 6.4%	(35) 18.7%	(28) 15%	(30) 16%	(82) 43.9%
9	You are satisfied from salary package	(12) 6.2%	(18) 9.6%	(17) 9.1%	(33) 17.6%	(107) 57.2%

SO	Question Workload	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
10	Your salary compares well with other peoples having similar qualification and experience	(12)6.2%	(22)11.8%	(27)14.4%	(57)30.5%	(69)36.9%
11	Your salary is adequate to motivate to work hard at all time	(12)6.4%	(28)15%	(13)7%	(55)29.4%	(79)42.2%
12	Your input adequately remunerated	(26)13.9%	(28)15%	(20)10.7%	(80)42.2%	(32)17.1%

Table 2: Factors Related to Absenteeism

Table No 2 displays that participant response that they have enough work which keep them busy at clinical site. Where (n=17)9.1% were strongly disagree (n= 27) 15 % disagree Neutral (n=24) 11%, (n=94) 54.3% agreed that they have enough work at clinical site to keep them busy while (n=37) 19.8% strongly agreed that they busy in work at clinical site. Regarding performing duty assigned them done at time (n=7)3.7% participant strongly disagree, (n=37)19.8% disagree, (n=8) 4.3% remain neutral while (n=101)54 % agreed and (n=34) 18.2%strongly agree that they perform duty at time which assign to them. Participants stated that you work in place of absent colleague (n=6) 3.2% strongly disagree (n=24)12.8 % disagree, Neutral (n=15) 8 % (n=93) 49.7 % agree, strongly agree (n=49) 26.2% that they perform duty in place of absent colleagues. Regarding physical working conditions (for example light and temperature) are satisfied. (n=15)8% participants strongly disagree, (n=45)24.1 % Disagree, (n=11)5.9 % remain neutral, (n=73) 39% Agreed that they were satisfied from their working conditions and (n=43)23 percent strongly agreed that they were satisfied from physical working conditions. In response that they encounter during duty like noise, gasses, poor lighting and crowd (n=13)7 percent Strongly disagree,(n=14) 7.1percent Disagree,(n=5) 2.7percent Neutral,(n=90)48.1 percent Agreed and (n=64)34.percentStrongly agree that when they perform duty many things irritate them like noise, gasses, poor lighting, crowding and many other problems during duty. On a question 11 (n=7)3.7% strongly disagree, (n=45)24.1% Disagree, (n=12)6.4 %Neutral (n=48)25.7 % Agree and (n=75) 40.1%strongly agree.

12 (n=12)6.4 percent strongly disagree, (n=35) 18.7 percent Disagree, (n=28)15 percent Neutral(n=30) 16 percent agree and (n=82) 43.9 percent strongly agree. (n=12)6.2 % strongly disagree, (n=18)9.6 % Disagree, (n=17)8.6 %Neutral(n=107)57.2 % strongly agree and (n=33)17.6% Agree. The staff nurses of PIC satisfied from their salary package. (n=12)6.4 % participants strongly disagree, (n=22) 11.8% Disagree that their salary compares well with other people's salary having similar qualification and experience while(n=27)14.4 %Neutral, (n=57) 30.5 % Agree, (n=69) 36.9 percent strongly agree that their salary is well compare with other peoples having the similar qualification and experience. (n=12) 6.4% participants strongly disagree, (n=28)15 percent disagreed that their salary is adequate to motivate them, (n=13) 7% remain neutral while (n=55) 29.4% agreed and (n=79)42.2% strongly agreed that their salary is adequate to motivate them to work hard all times. that your input adequately remunerated (n=26) 13.9%strongly disagree, (n=28)15 % disagreed, (n=20) 10.7 %Neutral, (n=80)42.8% agreed and (n=32)17.1%strongly agreed that their input adequately remunerated.

4. Discussion

This chapter focuses on the findings of the study. Firstly, in demographic data participants by age the prominent group was 26-35 that were 49.2 percent and by gender female nurses are more dominated than male. Qualification of the participant most of the participants were nursing diploma holders that were69.5%.

According to the study findings that nurses being absent from clinical site due to workload 70.29% positively response that they have enough work to keep busy at clinical site, also done work in absent of their colleagues this put pressure of work on them and they likely to being absent from work place. Similarly the study of Pillay (2009) nurses 85% being absent from work place due to excessive workload, long duty durations these factors increase stress among nurses and leading to absenteeism(Pillay, 2009).

According to the findings that 67.5% participants response that physical working conditions like excessive light, temperature, noise, overcrowding, working environment were not favorable for them and they consider it contributing factor of their absenteeism.

Similar study done by Koven (2015) 59% participants response that they being absent due to physical working conditions for example lighting and temperature(Kovane, 2015).The study finding show that(n=61)45% agree that physical conditions are satisfactory while 51% disagree because they environment in which nurses work is unhealthy and nurses spent most of time there so this has high risk their health impair(Schalk et al., 2010).

According to the study findings that nurse satisfied with their salary 68.36% participants were positively response that their salary is enough to accommodate them. As compared to the study of Koven (2015) participants (n=90) 69% dissatisfied with their salaries and consider it the reason of their absenteeism.

5. Recommendations

Based on the findings of this study hospital management put attention on followings

- The nursing management should talk to nursing staff about their physical and environmental needs because they done their work properly.
- Management should maintain staff patient ratio because nurses of Punjab Institute of Cardiology have a lots of work burden due to shortage of staff nurses due to absenteeism.
- Management should provide necessary equipment to the nurses to fulfill their patient's needs and this will improve nursing care and enhance organization performance.

6. Conclusion

This study was conducted in Punjab Institute of Cardiology Lahore on the determinants of absenteeism among nurses. The objective of this study was to determine the factors of absenteeism among nurses of PIC Lahore. The study results were from a representative sample size of 187 nurses.

The results of this study concluded from the (n=187) the significant factor of absenteeism among nurses are poor physical conditions they have to encounter over-crowding, noise, lighting and their physical needs not properly fulfilled and this dissatisfaction contribute to absenteeism.

The nurses of Punjab Institute of Cardiology Lahore are overburdened but they able to perform all allocated duties on time instead they have number of patients because of poor staff patient ratio.

The significance results are the employee's salary they all were satisfied from their remuneration.

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