



**Internship Report
On**

“Impact of Absenteeism in Production Level” a Study of Arterior Windows Ltd.

Date of Submission: 05-10-2020

Submitted by

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Internship Report

On

“Impact of Absenteeism in Production Level” a Study of Arterior Windows Ltd.

Letter of Transmittal

October 05, 2020

KaziTareqUllah

Associate Professor and Chairman

Department of Business
Administration

Uttara University

Subject: Submission of the Internship Report.

Sir,

I would like to thank you for approving this invaluable topic. The study has given me the opportunity to get a deeper insight and use my theoretical knowledge in practical knowledge. This is to inform you that I have successfully completed my spring-2020 internship at **ARTERIOR WINDOWS Ltd.** Here I am working as an HR Executive. It has been a great pleasure to work under such a friendly and helpful supervisor who is the principal of this institute in a smooth, cordial environment. The study focuses upon various relevant Accounts and Administrations' factors. I have provided some key findings and analysis and suggested some implementable recommendations.

I would try my best and shall be obliged to provide you with any clarification regarding the report.

Sincerely Yours,



Farzana Bobby

ID: F2193061040

Batch: 50th

Program MBA

Department of Business Administration

Uttara University

Letter of Authorization

It gives me immense pleasure to certify that the projected internship report on Impact of Absenteeism has been completed by Farzana Bobby, ID No: 2193061040, student of MBA from 50th Batch, Uttara University under my supervision and guidance. I do hereby accept it and fully recommend the internship report for evaluation.

.....

Kazi Tareq Ullah

Associate Professor and Chairman

Department of Business Administration

Uttara University

Student's Declaration

I am Farzana Bobby, ID No:F2193061040, student of MBA from 50th Batch, hereby declare that presented report of my internship titled is **“Impact of Absenteeism in Production Level” a Study of Arterior Windows Ltd.** It is uniquely prepared by me as internee at **Arterior Windows Ltd.** I have confirmed that the report is only prepared for my academic requirement under the guidance of Kazi Traeq Ullah, Associate Professor and Chairman, Department of Business Administration, Uttara University. I solemnly declare that this internship report has not been published in any journal or submitted to any institution or department for any degree of diploma.



.....

Farzana Bobby

ID: 2193061040

Batch: 50th

Program MBA

Department of Business Administration

Uttara University

Supervisor's Declaration

It is my pleasure to certify that Farzana Boby, ID:2193061040, 50th Batch of Uttara University, has been completed her internship at **Arterior Windows Ltd. on the title “Impact of Absenteeism in Production Level”** successfully with acceptable performance under my supervision.

I wish her success in her life.

She has given the permission to submit the report.

.....

Kazi Tareq Ullah

Associate Professor and
Chairman

Department of Business Administration
Uttara University

Acknowledgement

This report, based on three months study, is the part of MBA program, which helps me to gather practical information, which is necessary for my future life. I would like to express my deep respect to my honorable academic supervisor Kazi Tareq Ullah, Associate Professor and Chairman, Department of Business Administration, Uttara University for giving me his valuable time and all the necessary guidance, which inspired me to prepare this report.

During this period I have visited various departments of Arterior windows Ltd and especially gathered knowledge about the Accounts department, HR admin & compliance department with their great co-operation. In preparing the report I receive active cooperation from the General Manager Admin, HR & Compliance departments, GM Operations, Accounts Manager, Head of HR, and staff of Arterior Windows Ltd. I am grateful to the General Manager Admin, HR & Compliance department of Arterior Windows Ltd. Who helped me by supplying many kinds of necessary information? This report suffers from many shortcomings although I have exerted my best effort while preparing this report. I seek excuse for the errors that might have occurred in spite of the best of my efforts.

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Executive Summary

Arteriors Windows Ltd. is one of the most leading Glass factories of Bangladesh. This report has been prepared on “**Impact of Absenteeism in Production Level**”. This report also contains the product and service offerings of AWL, vision, mission, objectives and other associated topics. In this report, I have discussed why did I choose the topic in the background part? I set the following objectives in my report:

(1) How absenteeism decreases the production level. (2) Find out the reasons of absenteeism and how to decrease the absenteeism. To accomplish my internship report I have to collect the data from two important sources. Primary data were mainly collected through direct interview and face to face conversation whereas secondary data were collected from company’s website, AWL’s Bluebook, Profile of AWL and related research books and papers. Collected data were organized and analyzed in descriptive way and data presented in table.

Chapter 01: Introduction

Background & description of the study topic

EMPLOYEE ABSENTEEISM

Employee Absenteeism is referred to herein as failure of employees to report for work when they are scheduled to work. Employees who are away from work on recognized holidays, vacations, approved leaves of absence, or leaves of absence allowed for under the collective agreement provisions would not be included. Employee Absenteeism is a habitual pattern of absence from a duty or obligation. Traditionally, Employee absenteeism has been viewed as an indicator of poor individual performance, as well as a breach of an implicit contract between employee and employer; it was seen as a management problem, and framed in economic or quasi-economic terms. More recent scholarship seeks to understand Employee absenteeism as an indicator of psychological, medical, or social adjustment to work.

High absenteeism in the workplace may be indicative of poor morale, but absences can also be caused by workplace hazards or sick building syndrome. Many employers use statistics such as the Bradford factor that do not distinguish between genuine illness and absence for inappropriate reasons.

As a result, many employees feel obliged to come to work while ill, and transmit communicable diseases to their co-workers. This leads to even greater absenteeism and reduced productivity among other workers who try to work while ill. Work forces often excuse absenteeism caused by medical reasons if the worker supplies a doctor's note or other form of documentation. Sometimes, people choose not to show up for work and do not call in advance, which businesses may find to be unprofessional and inconsiderate. This is called a "no call, no show". People who are dissatisfied with their jobs are absent more frequently. They went on to say that the type of dissatisfaction that most often leads employees to miss work is dissatisfaction with the work itself.

Medical-based understanding of absenteeism find support in research that links absenteeism with smoking, problem drinking, low back pain, and migraines. Absence ascribed to medical causes is often still, at least in part, voluntary. Research shows that over one trillion dollars is lost annually due to productivity shortages as a result of medical-related absenteeism, and that increased focus on preventative wellness could reduce these costs. The line between psychological and medical causation is blurry, given that there are positive links between both work stress and depression and absenteeism. Depressive tendencies may lie behind some of the absence ascribed to poor physical health, as with adoption of a "culturally approved sick role". This places the adjective "sickness" before the word "absence", and carries a burden of more proof than is usually offered. Many more causes of absence in work place these issues are most authentic to describe my report because we have to give the priority first when we will take initiatives to decrease the absenteeism.

Evidence indicates that absence is generally viewed as "mildly deviant workplace behavior". For example, people tend to hold negative stereotypes of absentees, under report their own absenteeism, and believe their own attendance record is better than that of their peers. Negative attributions about absence then bring about three outcomes: the behavior is open to social control, sensitive to social context, and is a potential source of workplace conflict.

Absence control can often be an important step in the process of reducing business costs. Because of competitive pressures, companies can no longer afford to carry unnecessary absence that they may have tolerated in the past. Therefore, many companies are focusing on the issue of eliminating, or at least reducing, unnecessary levels of absence.

Absence affects more than just the person who is absent. The absent employees themselves and their dependents may have a reduced income as a result of absence, besides incurring possible additional medical expenses. Employers are affected by direct costs such as sick pay, overtime and staff replacement costs, plus the indirect costs associated with the effects of absence on, for example, production and quality, management time and the potential loss of customers. The co-workers of an absent employee may have to work under increased pressure, in order to meet deadlines. From an economic point of view, there is the loss of potential out-put, plus the increased government spend on social security payments.

But absence control is not just about cost. When absence is not addressed or addressed in an inconsistent manner, lower morale can result. Employees can feel they have been treated unfairly when they perceive other absent employees as 'getting away with it'. Absence can also be a symptom of a more serious underlying problem, such as bullying and/or harassment, communication breakdown, stress, etc., which could, if not investigated, lead to significant costs to the organization, as well as causing long-term damage to the employee. Employees, them-selves, also may have personal circumstances that require them to take time off work.

A recent IBEC survey showed that personal problems were cited as a cause of absence in a significant number of companies, for both males and females.

THE CAUSES OF ABSENTEEISM

- Serious accidents and illness
- Low morale
- Poor working conditions
- Boredom on the job
- Lack of job satisfaction
- Inadequate leadership and poor supervision
- Personal problems (financial, marital, substance abuse, childcare etc.)
- Poor physical fitness
- Transportation problems
- inadequate nutrition
- The existence of income protection plans (collective agreement provisions which continue income during periods of illness or accident)
- Stress
- Workload
- Employee discontent with a collective bargaining process and/or its results.

The key factors of absenteeism:

Physical illness, stress related illness workloads, long hours, shift work, job design and bullying are key factor of absenteeism.

Objectives of the Study

The objective of this study was to determine the systems and practices in place to effectively manage employee absenteeism & turn over in these sectors.

- (1) How absenteeism decreases the production level.
- (2) Find out the reasons of absenteeism and how to decrease the absenteeism.

This paper will offer companies a series of guidelines for developing an employee absenteeism & turn over policy. The basis of this program will be to treat all employees equal and fair. Policy is to be administered in a consistent and timely manner for the good of the employee and the company.

Limitations of the Study

There are some limitations for research which are as follows:-

As it was not possible to visit each department the true picture of working condition could not be judged. The workers were busy with their work therefore they could not give enough time for the interview's. Some of the respondents give no answer to the questions which may affect the (analyses). Respondents were reluctant to disclose complete and correct information because of a small period of time only small sample had to be considered which doesn't actually reflect and accurate and intact picture.

This study is conducted to identify causes and impact of absenteeism. However, I am not able to collect with 100% justification. Therefore, only few sections could use for data collection purposes. Accessibility issue is one of the main research limitation identified in the study since, it will be used publicly so the top authority strictly prohibited to meto talk with worker openly.

Chapter-02: Company Profile

Arterior Windows Ltd:

Arterior Windows Ltd. is the epitome of modern windows and doors. Duly incorporate in 2003, It specialize in customized upvc window and door fabrication for end customers such as individual home owners and business customers such as builders and contractors to suit any building from luxury mansions to modern apartment buildings and from schools and hospitals to commercial blocks and industrial buildings. This window range includes contemporary and traditional styles offering exceptional energy efficiency, variety, security and durability with virtually no maintenance.

Objectives of AWL:

To fulfill and support the vision, mission, shapes our culture and reflect what Arterior windows values and also identify company's principles, beliefs or philosophy of values.

Mission of AWL

Arterior Windows is committed to adding value to customer and company by continuously optimizing and innovating product, process and service at value pricing. We wish to achieve sustained growth and success by incorporating all our stakeholders' interests and goals

Vision of AWL

To emerge as a leading global window solution provider by delivering promised quality in product and service that add value to the quality of our customer's life

Correspondence Address:

Our factory located in Gazipur with a floor space of approximately 20,000 sqft. Equipped with modern machinery that employ innovative technology. Our highly skilled factory and administrative staff are able to provide quality window system that can match and outweigh customer expectation. All performance and windows quality and product guarantee of up to 30 years.

Office & Showrooms:

Road-07,House-47,Nikunja-01,Khilkhet.Dhaka

Factory Address:

Baniyachang,Gazipur

Others information

CORPORATE SOCIAL RESPONSIBILITY

Arterior Windows acknowledges the impact of all its stakeholders in its success. As a result, we deeply care about how we impact our stakeholders. Second to our customer, our greatest stakeholder is the community we live in. Just like our product, our operation is also streamlined to be energy and resource efficient.

ENVIRONMENT: Our factory waste disposal is guaranteed to be environmentally friendly. All our waste UPVC profile section are shredded to crumbs and recycled to reduce our carbon foot print. We actively participate in tree plantation around our factory premises and other parts of the country to symbolize our green energy efficient UPVC windows and doors.

Community: We take great pride in sharing our success with our local community. Besides donating to various charities, we actively participate to help local community in times of natural calamity and disasters.

Product:

ECONO SERIES WINDOW

- Casement

pure ventilation the CASEMENT WINDOW...

We offer outward casement windows that enable you to enjoy all advantages of traditional wooden outward casement windows with none of the disadvantages by allowing 90 degree opening angle for unobstructed ventilation and panoramic view. Our casement windows are fabricated using top quality 2.50mm thick uPVC profile with 1.50mm reinforcement steel for superior strength and durability. You have the option of choosing multi-point or single point locking system for your preferred security level from our selection of white powder coated window handles that complement the brilliant white window profiles. For window support, you can choose either 304 grade stainless steel friction hinge that last a lifetime or conventional corrosion resistant window hinge and arm stay for larger window sections. Various glazing and glass options are offered to suit customer need and preference in terms of heat and acoustic insulation. Hardware customizations are offered such as roll up insect screen.



AUTOGRAPH SERIES WINDOW

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ECONO SERIES DOORS

- Casement

clear point of entry the CASEMENT DOOR...

uPVC Casement door will compliment the internal and external appearance of your home, all expertly designed to operate smoothly throughout their lifetime. Whether inward or outward opening, all casement doors offer a complete draught proof seal and all profiles have been designed to be used in conjunction with high security / high performance hinges and locks. The casement door also has a number of commercial applications for subdivision of office space, boardrooms etc. And because of their universal appeal, they are just as appropriate to be used for entry to your outside living spaces as well as internally. Casement doors offer an unobstructed view of the surrounding environment and is easier to maintain than a slider. All uPVC casement doors are fabricated using 2.500mm thick uPVC profiles and 2.00mm thick re-inforcement steel.



AUTOGRAPH SERIES DOORS

- Casement

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Product

FLOAT GLASS This is the most cost effective option because the features of this type of glass are rather basic. Float glass refers to a completely flat plane of clear glass. The term float is derived from the production method, and this type of glass is also often referred to as flat glass.

TEMPERRED GLASS it is a type of safety glass that has increased strength and will usually shatter in small, square pieces when broken. It is used when strength, thermal resistance and safety are important considerations. At home you are likely to find toughened glass in the shower and sliding glass patio doors. For commercial structures, it is used in unframed assemblies such as frameless doors, structurally loaded applications and where there is a danger of human impact. Toughened glass is typically four to six times the strength of annealed glass.

LAMINATED GLASS: This is the most cost effective option because the features of this type of glass are rather basic. Float glass refers to a completely flat plane of clear glass. The term float is derived from the production method, and this type of glass is also often referred to as flat glass.

TINTED GLASS: Ordinary tinted glass is popular because it reduces heat gain and carbon emissions, although it also marginally reduces visible light transmission. High Performance or Low-e tinted glass or spectrally selective tinted glass reduces solar heat gain to below that of ordinary bronze/ gray tint but has a visible transmittance closer to clear glass. The tint has little effect on the U-factor but reduces solar gain considerably, which can reduce the need for air conditioning in the summer. Tinted glass is useful in controlling glare - especially for those windows facing east or north east. Return the sunlight not glare into your home.

LOW-E GLASS: Low-e glass brings out the best that technology has to offer for improving your views and comfort! A cool, metal oxide coating is applied to clear or tinted glass, so that the appearance and performance are the same regardless of glass thickness. Low-e glass is recommended by many energy efficiency experts as a result of high performance combined with aesthetics. Low-E glass typically cost about 15%% more than ordinary glass, but they reduce energy use by as much as 30-50%%, by using most of the heat gain in winter but keep the harmful UV rays out during the summer, and when used in insulated glass units - can have even better benefits. For hot climates, low-E coating should be applied to the outside pane of glass. If the windows are designed to provide heat energy in the winter and keep heat inside the house typical of cold climates, the Low-E coating will maximize benefit by being on the inside pane of glass.

Chapter-3: Data Collection and Processing

Data description: Data source & variables

A research design is simply a framework or a plan for a study that may be used as a guide in collecting and analyzing data. Given the nature of present study, data have been collected both from the primary and the secondary sources.

Primary Data Sources

Interview technique was used with structured questionnaire for the collection of primary data. Total numbers of employees in different departments/units of Arterior Windows Ltd. are approximately 500 and out of them 210 employees were taken as respondent and 210 workers from the different sections of Arterior Windows Ltd. for the study. I contacted the interview to the employees face to face. I also collected information our payroll software.

Secondary Data Sources

Secondary data have been collected from various documents, such as office order, annual reports, employees profile form HRD, official website and leaflets of company and different related books and articles.

Target Population and Sample Size

The target population was the permanent workers of Arterior Windows Ltd. About 210 were selected from the factory of Arterior windows Ltd. for this survey which includes workers of different age, experience and levels among which there were 72 males and 138 female workers.

Data Collection

I take the main information about employee absenteeism through payroll software system. The collected data has been processed by using word processing software MS Word and table. In every year sample size has been fixed for calculating the data.

The Causes of Absenteeism:

- Serious accidents and illness
- Low morale
- Poor working condition
- Lack of job satisfaction
- Inadequate leadership and poor supervision
- Personal problems (financial, marital, substance abuse, childcare etc.)
- Poor physical fitness
- Inadequate nutrition
- Stress
- Workload
- Career Planning and Advancement
- Working Condition
- Law Practices
- Entrepreneurial Environment
- Promotional Policy

Absent report of total male workers:

Total worker	Total working days	Average absent	Percentage of absent	Calculating year
72	278	21	7.55%	2017
72	275	23	8.35%	2018
72	278	12	4.31%	2019

Absent report of total Female workers:

Total worker	Total working days	Average absent	Percentage of absent	Calculating year
138	278	25	8.99%	2017
138	274	26	9.49%	2018
138	278	9	3.23%	2019

Calculation of Production Cost:

Production Year	Total wage cost	Total Production	Per unit Cost
2017	20160000.00	200000 units	Tk. 100.8
2018	21420000.00	200000 units	Tk. 107.1
2020	21420000.00	250000 units	Tk. 85.68

As per above presentation I find out that females are more absent in the workplace than the male. But main reason is that female have to maintain their family and their children. Usually rate of absent is high so production cost automatically increasing day by day since wages are directly involved with production.

Top management thought that if they want gain profit they have to decrease the wage cost. They started the study why the absenteeism rate is so high. They were able to find out and take the major preventive steps for the next year.

Steps taken as follows which were not available in this company:

- Decreasing working load
- Decreasing health hazard they ensured the medical facility in the factory premises
- Monthly present bonus (Hazira Bonus)
- Transport facility
- Baby care facility
- Increasing job satisfaction

Data Processing and Presentation

Data processed and presented in table diagram. As per above data we observe that there is high level of absenteeism and automatically increased the production cost and decreased the production volume. After taking some preventive measures absenteeism has been decreased radically and production increased a significant level.

Chapter-4: Result and Discussion

We have taken some preventive steps to decrease the absenteeism then we get better result in production level. Absent rate of worker has been decreased more than 60 percent and production cost has been decreased more than 20 percent. In our overall observation we find out that most of the worker are happy and attend in the work place willingly. In Bangladesh prospective it's not applicable for all the company. Since, we have enough facilities and management has willingness to do something then both of the groups have been mutually benefitted.

Before take some measures our company is losing more than a big amount annually due to absenteeism in the work place. Absenteeism is a significant problem in the workplace. For this reason ...the delivery process are delayed so the client are unhappy.

So, next time they don't give us any work. So, our business promotion is decreasing. For this reason. Our company is facing the challenge of sustainability, because the cost of absenteeism has become so detrimental to the business. Companies must consider reviewing their sick leave policies and their absenteeism regulations if they want to decrease the cost of absenteeism. The cost of absenteeism is a contributory factor of the failure of businesses to meet performance targets and organizational goals.

Absenteeism negatively impacts the productivity of employee who may be required to perform their duties when tired. This may lead to inefficient service delivery, customer dissatisfaction, and loss of revenue in our company.

Those employees who are at work may have to carry the extra workload, which may impact on their overall productivity and capabilities.

Employees at work may be required to spend extra time training new, temporary replacements, which often happen in the security industry when new guards are deployed to sites that they may not have worked at before.

As a result of overtime worked, staff morale may be negatively affected and service delivery compromised.

Clients may become dissatisfied and threaten to cancel contracts. This will undoubtedly negatively impact the organization.

Improving human resource management of absenteeism improves organizational performance, through this remains a contentious issue amongst researchers in the field of management.

Impact on the Workforce

It has been explained that a loss of morale is a cause of absenteeism, but, similarly, absenteeism in the workplace may cause a loss in morale among co-workers who have to temporarily replace the absent employee and may need more supervision if they are unfamiliar with the work or task assigned. The employee, upon returning to work, may face resentment from co-workers who had to accept responsibility for the work while he/she was away. Absenteeism may, therefore, lead to conflict amongst staff and could further increase absenteeism rates.

From my research I can find so many problems. For the reason of absenteeism, the delivery process should be slow. So, the company cannot install their window in the right time. They need to extension time. So, the clients are become unhappy. They deduct some money for the reason. Our company's reputation becomes poor day by day and our business promotion is decreasing. For this reason our company is facing the challenge of sustainability.

Chapter-5: Important Findings & Recommendations

Major research findings can be summarized as below.

- Working load and mental stress is an averagely significant factor on employee absenteeism.
- Managerial behavior is an averagely significant factor on employee absenteeism.
- Personal and family problems is most significant factors of employee absenteeism
- Abuse of local law and policy is a significant factor on employee absenteeism
Working condition is a significant factor on employee absenteeism
- AWL had increased employee absenteeism from 2003 to 2018 gradually.
- Poor HR Practices like work environment, HR polices, welfare facilities and salary are the major causes of employee absenteeism in all the selected manufacturing industry.
- Lack of Employee Relations results to employee loss morale and job satisfaction that makes to stay away from employment.
- The major determinants of job satisfaction are monetary benefits and incentives for improving motivation & morale.

Recommendations:

Follows Steps can be recommended for decreasing absenteeism:

- Decreasing working load for the worker
- Decreasing health hazard they ensured the medical facility in the factory premises
- Implementing monthly present bonus (Hazira Bonus)
- Transport facility
- Baby care facility
- Increasing job satisfaction
- Arranging annual picnic or get together program
- Sharing profit bonus

Conclusion:

Absenteeism is a great problem for all company. Most of the companies have to face this problem. Usually factory workers are not educated except technical worker. So they are always thinking their personal benefit. If there is any discrepancy or facing any other problem they keep themselves absent in the work place. But worker also follow his peers or same level worker and if one keep absent other one keep absent in next day. On the other hand, we discussed in our study the causes of absenteeism are main facts. Physical illness, transport facilities, promotion, absent of incentive, factory environment, autocratic management system, lack of additional care to the female worker and inadequate accommodation systems are also causes of absenteeism. If absenteeism level exceeds a minimum level then wage cost of production increase an unexpected level and automatically decrease the profit. If it is stand on a sustainable level production cost automatically decrease which was directly hit to the production

Cost of Arterior Windows Ltd. That's why they have faces huge problem. They failed to on time delivery and increasing the customer dissatisfaction. But management of Arterior able to find out the problem in time that was increasing of the absenteeism. They immediately took the action to prevent the absenteeism and got better results. I think that absenteeism is a very sensitive issue which directly impact on product level. So, management have to find out the causes the absenteeism and take the preventive measures to solve the problem to keep the production sustainable level.

Chapter-6: References & Appendices

6.1References & appendices:

1. Company financial statement (Year 2016to 2019)
2. Employee profile
3. Payroll software
4. HR policy
5. Google source
6. Internship report of UU previous graduates