



Internship

Report On

**An Empirical Study on Employee Absenteeism and Turnover of Union
Sportswear Ltd.**

Submitted by

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Program: MBA

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Submitted to

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Date of Submission: August 30, 2020

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Union Sportswear Ltd.”**

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Letter of Transmittal

August 30, 2020
Md. Azmol Hossain
Senior Lecturer
Department of Business Administration
Uttara University

Subject: Submission of the Internship Report.

Dear 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 summer-2020 internship at **Union Sportswear Ltd.** Here I am playing as Assistant General Manager (Admin, HR and Compliance). 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,

Md. Hasim Mia
ID: 2183021005
Batch: 47th
Program MBA
Department of Business Administration
Uttara University

Letter of Authorization

It gives me immense pleasure to certify that the internship report on “**An Empirical Study on Employee Absenteeism and Turnover of Union Sportswear Ltd.**” Has been completed by Md. Hasim Mia, ID No: 2183021005, student of MBA from 47th Batch, Uttara University under my supervision and guidance. As far as I know, this is an internship report made as part of MBA program which has not been published in any journal or submitted to any institution or department for any degree or diploma.

I do hereby accept it and fully recommend the internship report for evaluation.

.....
Md. Azmol Hossain

Senior Lecturer

Department of Business Administration

Uttara University

Student's Declaration

I, Md. Hasim Mia, ID No: 2183021005, student of MBA from 47th Batch, hereby declare that presented report of my internship titled **“An Empirical Study on Employee Absenteeism and Turnover of Union Sportswear Ltd.”**It is uniquely prepared by me when I was an internee at Union Sportswear Limited. I have confirmed that, the report is only prepared for my academic requirement under the guidance of Md. Azmol Hossain, Senior Lecturer, Department of Business Administration, Uttara University.

.....
Md. Hasim Mia

ID: 2183021005

Batch: 47th

Program MBA

Department of Business Administration

Uttara University

Supervisor's Declaration

It is my pleasure to certify that Md. Hasim Mia, ID: 2183021005, 47th Batch of Uttara University, has been completed the Internship Program at Union Sportswear Ltd. (USWL) on **“An Empirical Study on Employee Absenteeism and Turnover of Union Sportswear Ltd.** Successfully with acceptable performance under my supervision.

I wish him success in his life.

.....
Md. Azmol Hossain

Senior Lecturer

Department of Business Administration

Uttara University

Acknowledgement

This internship 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 Md. Azmol Hossain, Senior Lecturer, 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 Union Sportswear Limited and especially gathered the knowledge about the Accounts department, HR admin & compliance department with their great co-operation. In preparing the report I received active cooperation from the General Manager Admin, HR & Compliance departments, GM Operations, Accounts Manager, Head of HR, and staff of Union Sportswear Ltd. I am grateful to the General Manager Admin, HR & Compliance department of Union Sportswear 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.

Executive Summary

I have selected the organizations for internship purpose duration three month whereas I have working from longer time; this internship guidance my respective UU for MBA purpose. This report has been prepared on **“An Empirical Study on Employee Absenteeism and Turnover of Union Sportswear Ltd.”** This organization is one of the most leading Garments factories of Bangladesh. This report also contains to the proper support on production activities of USWL, when happened the absenteeism and turn over then directly this is impacted on productivity. My internship worked in this area where's the lacking of required facility for this reason skill employees are left the job and those who active they have occurred absenteeism during running activities, As chapter wise I have discussed why I have chosen the topics:

- In first chapter I have discussed about background of the study topic, objectives and limitations of the study.
- In second chapter briefly described of Union Sportswear Ltd.
- In third chapter I refer data collection method and Dataprocessing. Primary Data were mainly collected through direct interview and face to face conversation whereas secondary Data were collected from company's website, profile and practical scenario.
- In fourth chapter presenting result and discussion of my study
- In fifth chapter major findings of the study and recommendations to proper policy established and set up the plan to reducing the absenteeism & turnover.

I have drawn conclusion of my study by adding references and important annexure

Chapter 01: Introduction

1.1.1 Background & description of the study topic

An Internship provides the work experience that helps students put their education into practice, develop their leadership skills and give them a competitive advantage as they pursue a permanent position. It's clear that the true benefit of internships and other experiential learning opportunities is undisputed. A learner can acquired practical & theoretical knowledge from internship study. For this reason I have conducted my internship sincerely. My internship topic is “**An Empirical Study on Absenteeism and Turnover**” which reflects and sustains the business. From my practical observation I see that a lot of adverse impact occurs on productivity & Quality due to absenteeism & turnover, most of the time seen skill employee left the job due to dissatisfaction and own several reason also seen the more absenteeism happened by indiscipline management, both are impacting on organization Goal, Mission and Vision, for this reason I have chosen this important topic to work on and prepare my internship report.

2.1 Objectives of the Study

Objective of a study play an important role to guide and focus the internee on the purposes of the study and prepare the report. Objectives can be classified into two parts.

2.2 Broad Objective: To know about an empirical study on absenteeism and turnover of union sportswear Ltd

2.3 Specifics Objectives:

- To find out the causes of employee absenteeism.
- To find out the causes of employee turnover.
- To fulfill the mission & vision and achieving production success by reducing absenteeism and turn over at work.

Limitations of the Study

- There are some limitations for internship 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) the personal biases of the respondents might have entered into their response. Some of the respondents give no answer to the questions which may affect the analysis. 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 absenteeism and labor turnover. However, internship is 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.

Further, study is conducted to identify absenteeism and labor turnover reason of the company. Actually, absenteeism and labor turnover costs are interrelated with each of production costs. However, that is avoided and conducted the study. There are several other factors influence on production cost increment of a company. All these limitations are included in the final internship findings. Indeed my analysis to identify the lacking area whereas utilize the required policy to establish the functional activities to improve the business.

Chapter-02: Company Profile

2.1 A Brief Description of USWL:

Union Sportswear Ltd. is a sister concern of Windy Group. This Company has started business relationship and Their Production in 2011. Union Sportswear Ltd is famous for Woven Garments with quality products of required AQL and Committed services for esteemed clients. Union Sportswear Ltd. is very dedicated at full Effort to ensure our quality products, in house sampling department, Strong and special QA Team.

Factory Name	: Union Sportswear Ltd
Address	: 116, Pagar-Morkon Link Road, Pagar, Tongi, Gazipur. Bangladesh.
Approved	: H&M, PRIMARK, ZARA, NEXT, MANGO, WALMART
Year Established	: 2011
Type of Ownership	: Private Limited Company
Market Share	: Europe 95% and Others 5%
Main product	: Children's – 35%, Babies – 25 %, Women – 20%, Men's – 20%
Production Capacity	: Eight Lac Pcs per Month
Material sources	: Bangladesh, India, China, Taiwan, Korea, Indonesia, Hong Kong Etc.
No of Workers	: 2119
No of Machines	: 1243
Men per machines ratio	: 1.70

Strength :

1. Product development
2. Product solution
3. Industrial Engineering & Planning
4. Strong Piece goods sourcing
5. Efficient Quality Control & Audit Team
6. Good Working Environment
7. Experiences Production & Merchandising Team
8. Strong Reactivity
9. Equipped Production Floor and office
10. Fully Compliance Factory

Safety policy :

To provide adequate control of the health and safety risks arising from our work activities

To consult with our employees on matters of health and safety

To provide and maintain safe plant, equipment and buildings

To ensure safe handling and use of substances

To provide instruction and supervision for employees

To ensure all employees are competent by selection and training

2.2 CODE OF CONDUCT

SL	Features:	Description:
1	Employment Policies	: Windy Group abides by the following principle is that decision on hiring, salary, benefits, advancement, termination or retirement are based on the ability of an individual to do the job.
2	Discrimination	: There shall be no discrimination based on race, gender, marital or maternity status, religious or political believe, age or sexual orientation
3	Forced labor	:Windy Group does not use forces labor in any form: - prison, indentured, bonded
4	Child Labor	: Windy Group does not recruit any Child Labor
5	Wages & Salary	: Windy Group provides each employee at least minimum wage or higher and provides each employee a clear, written accounting for every pay period
6	Benefits	: Windy Group provides each employee with legally mandated benefits. These include health care, pregnancy or sick leave, vacation, religious holiday, all kind of leave, child care facilities etc.
7	Insurance	: All workers and employees are covered by personal accident insurance policy
8	Working Hours	: Windy Group complies with legally mandated work hours. Each employee when working overtime shall be fully compensated according to local law. Each employee shall be provided one day off within seven days and Windy Group requires no more than 48 hours of work per week and no more than 12 hours of overtime work.
9	Health & Safety	: Proper care and attention must be given which provide healthy and safe work place in the factory. Medical facilities for sickness during the working hours to be provided to all workers and employees by qualified doctor and full time Trained Nurse through the Medical Centre of the company.
10	Child Care Facility	: Necessary Child Care and Baby Seating facility is to be provided. This service will be available to those children who are entitled to as per law. Such service will be given to the child of female workers up to such time as may be found necessary. The mother will get time to feed her baby. This

time is fixed by the doctor/nurse in house. Mothers of babies shall not be assigned to do any spot cleaning work which may affect the health of the babies. The Child Care facility will be provided to one child of a female worker.

- 11 Harassment/Abuse** : Every employee shall be treated with respect & dignity. No employee will be physically, sexually, psychologically or verbally reprimand.
- 12. Other's Facility** : Windy Group has declared as individual policy such as Community development policy, Voluntary policy, Social well-being policy, Diversity policy, Disciplinary policy, Environment Policy, rules & regulations policy, health & safety policy, Anti-Harassment policy, Grievance policy, also related some policy has practiced to make well environment workplace.

2.3 Mission of USWL

- The mission of the USWL is to constantly meet, exceed & deliver the right products with right quality and on times deliveries as client requirements.

2.4 Vision of USWL

- Our vision is to consistently challenge the standard, in producing top quality apparels with complete satisfaction of our valued customers by
- Adapting the latest fashion trends & industry needs
- Offering world class fashion garments with precise quality at affordable

2.5 Correspondence Address

116, Pagar-Morkon Link Road, Pagar, Tongi, Gazipur-1710, Bangladesh

2.6 Others information

Steps of Quality control of USWL are as follows:



2.7 Description of my department where I worked:

I have been working as an Assistant General Manager in the Admin, HR and Compliance Department since 2014 at Union Sportswear ltd. sincerely, I am responsible for sustaining the proper manpower support and presence of Manpower force& skill development of employees to ensure the company Goal, My work experience 15years in the field, I have gathered the knowledge to making the right manpower force without turnover & absenteeism which reflecting the better success of organizations.

Chapter-3: Data Collection and Processing

3.1 Data description: Data source & variables

This 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 from both the primary and the secondary sources.

3.2 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 Union Sportswear Ltd. are approximately 2015 and out of them 50 employees were taken as respondent and 210 workers from the different sections of Union Sportswear Ltd. for the study. The questionnaire consists of 16 questions which were related to employee's absenteeism & turnover. Questions were designed in a five point multiple Choice Question scale which scale has been used in the questionnaire to measure absenteeism & turnover.

3.3 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 Windy Group and different related books and articles.

3.4 Target Population and Sample Size

The target population was the permanent workers of Union Sportswear Ltd. About 210 were selected randomly from various sections of Union Sportswear Ltd. for this survey which includes workers of different age, experience and levels among which there were 72 males and 138 female workers.

3.5 Data Processing and Presentation

All the data (both primary & secondary) collected for this study were processed by MS Excel, SPSS & Oracle. Different charts and graphs have been used to present collected and processed data.

Chapter-4: Result and Discussion

We have taken ten parameters for our analysis and representation of the survey results. The scale of response on the questionnaire was from strongly agree, agree, neutral, disagree to strongly disagree. Collected secondary data from HR Section were presented by various types of chart.

Objective-01: To find out causes of employee absenteeism of Union

Sportswear Ltd.

- 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

Objective-02: To find out causes of employee Turnover of Union

Sportswear Ltd.

- Poor physical fitness
- Managerial Behavior
- Human Resource Policy
- Compensation
- Equity Reward
- Personal problems
- Career Planning and Advancement
- Working Condition
- Law Practices
- Entrepreneurial Environment
- Promotional Policy

Objective-03: To fulfill the Goal of companies by reducing absenteeism and turn over.

Absenteeism & and turnover is the main reason to interrupt the Productivity improve, I have shown that Company reached the successes by skill manpower presence and available more days work at a glance. Never success without skill employee's turnover and absenteeism, so my study is here why the absenteeism and turnover happened, this required to identify and make the policy to fulfill the Gap accordingly.

Figure: 1- Yearly manpower status of USWL

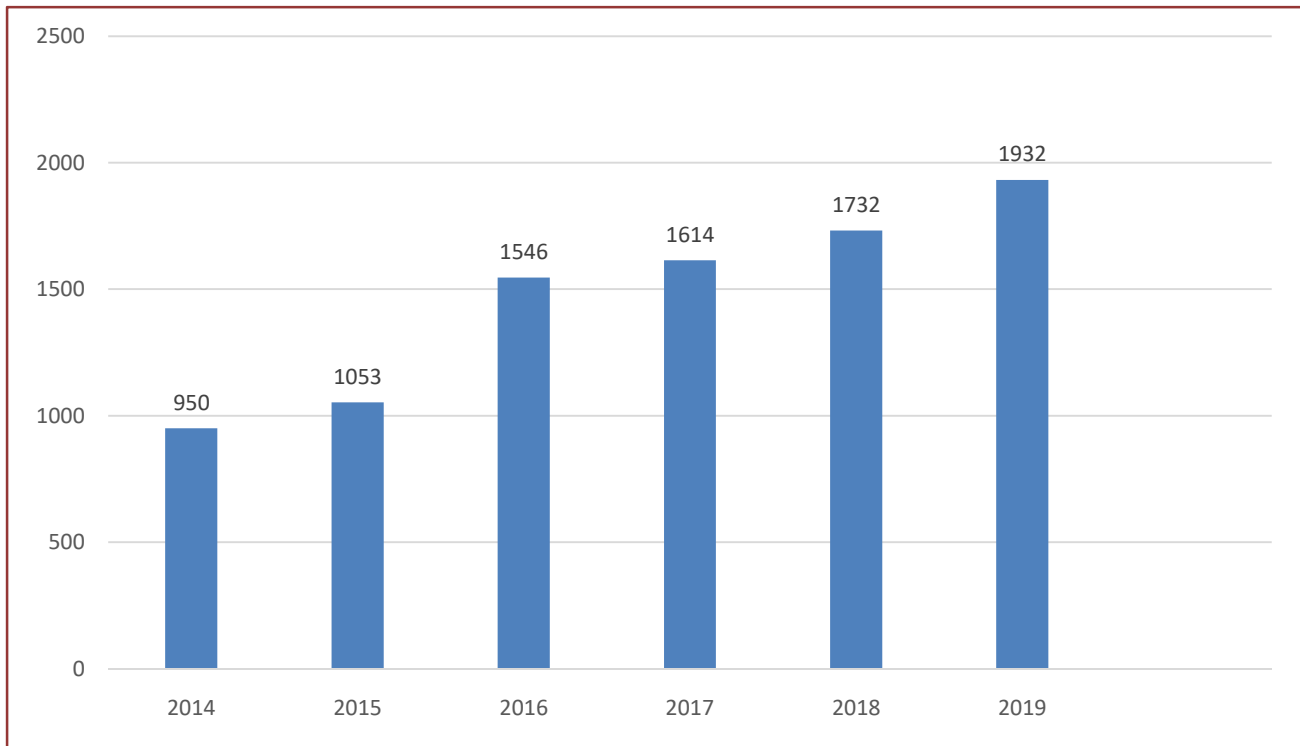


Figure: 2- Causes of absenteeism presented by bar chart

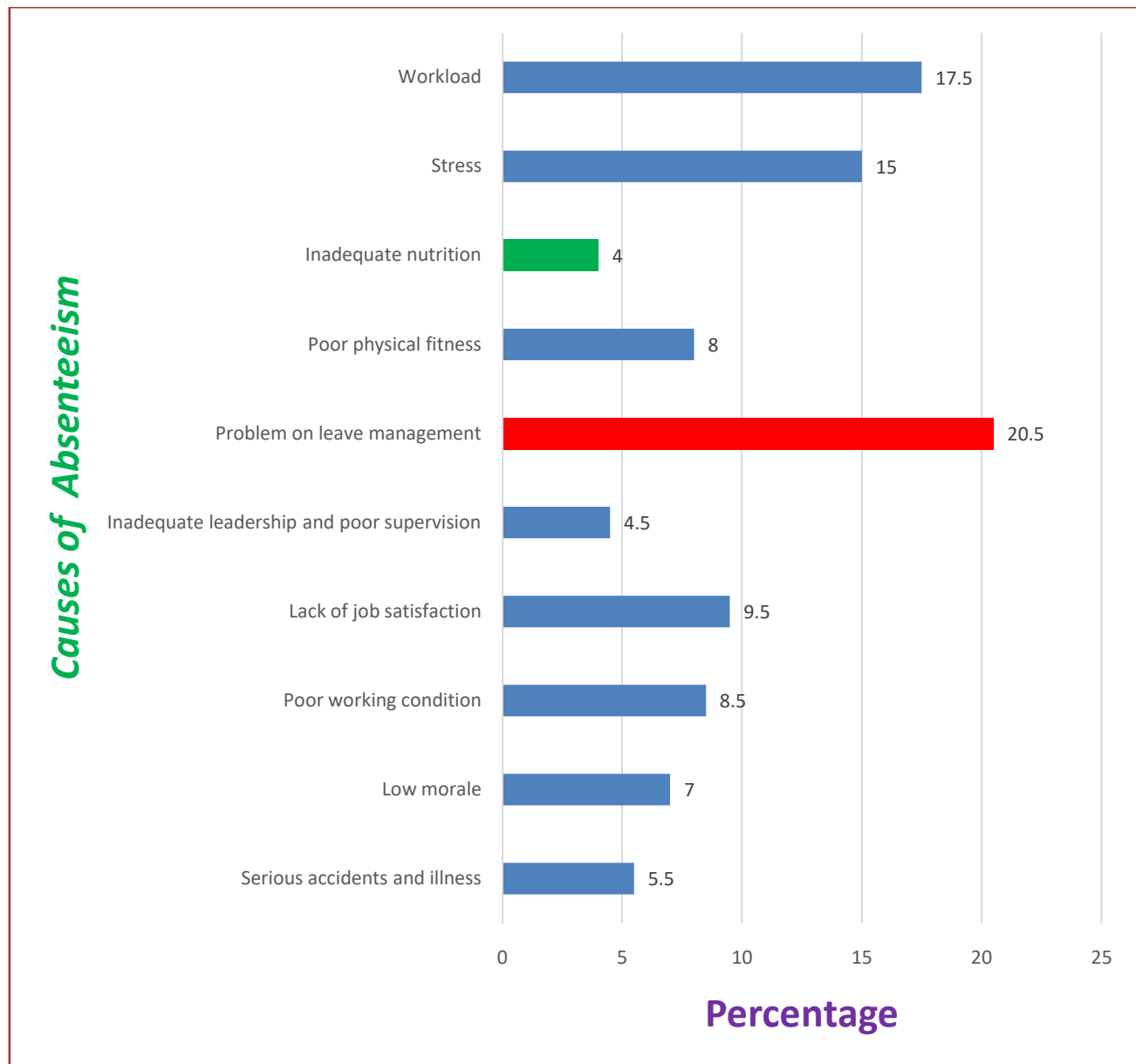
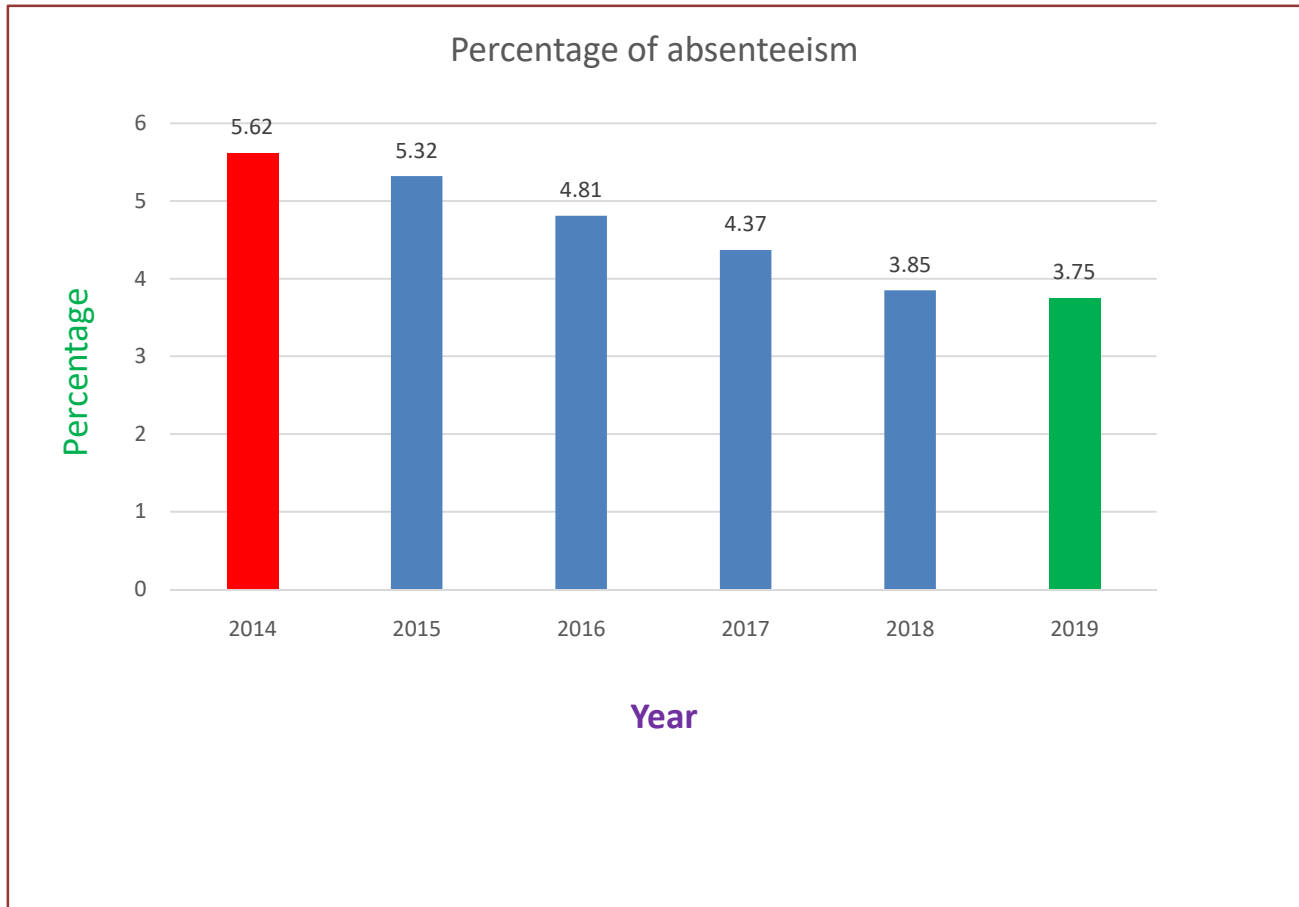


Figure: 3- Yearly Percentage of absenteeism of USWL



From the study and found decreasing the absenteeism and employee turnover rate day by day from previous history. From my analysis I can find out the causes of employee absenteeism which has many effects on factory developments and proper productivity. I have identified the causes of employee absenteeism which are mentioned at above data. It is recommends that employee absenteeism will be decrease to follow the below recommendation chart.

Figure: 4- Causes of turn over presented by bar chart.

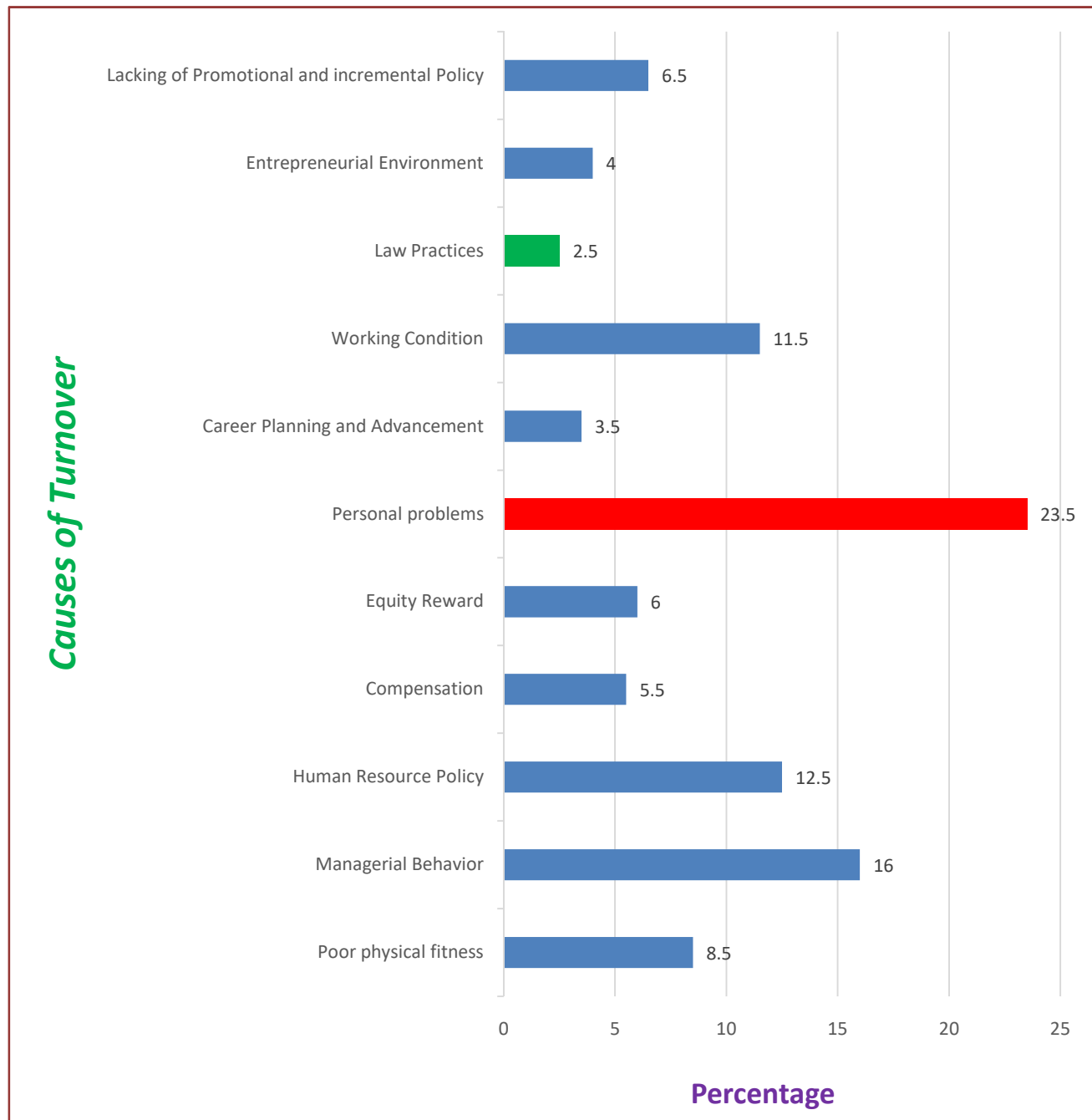
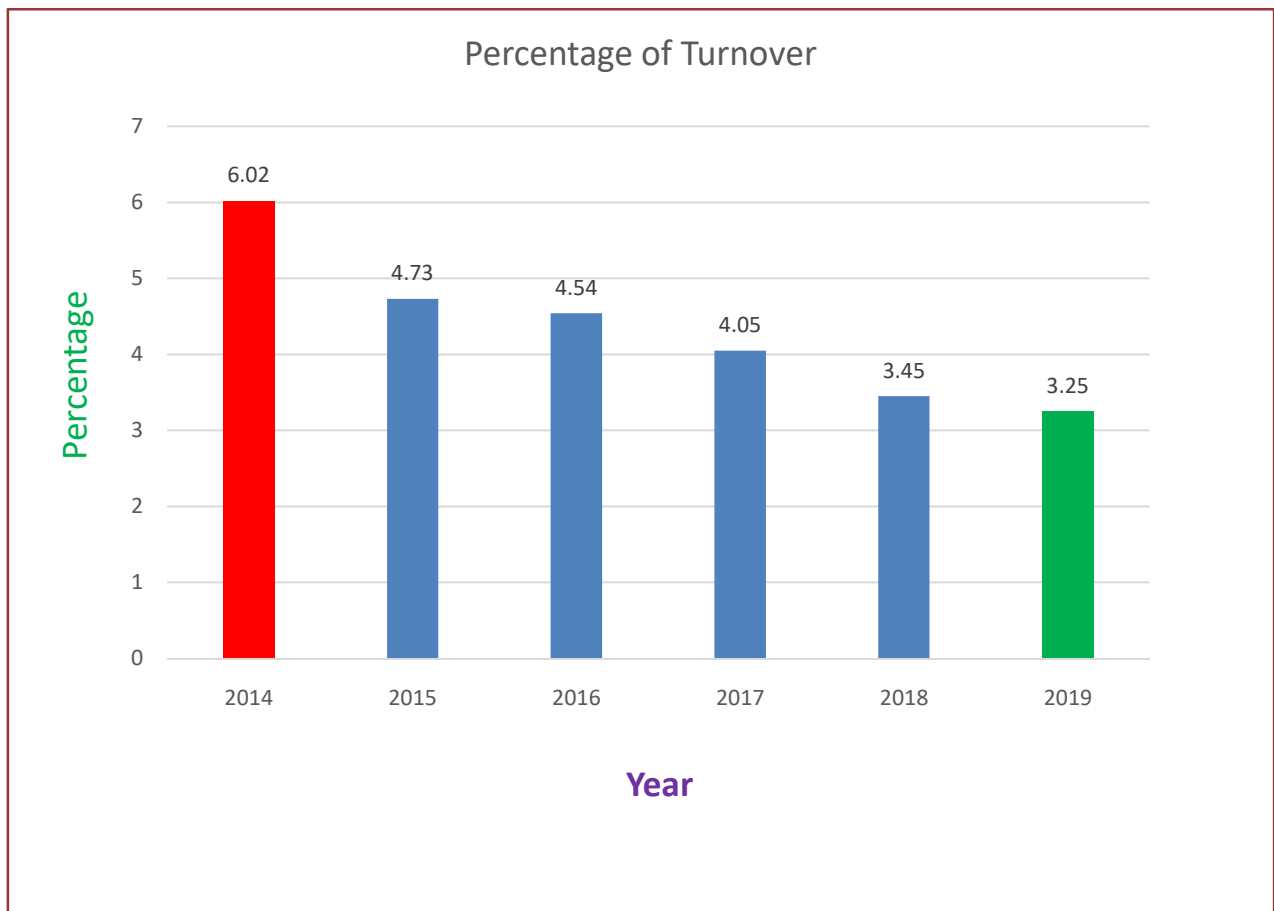
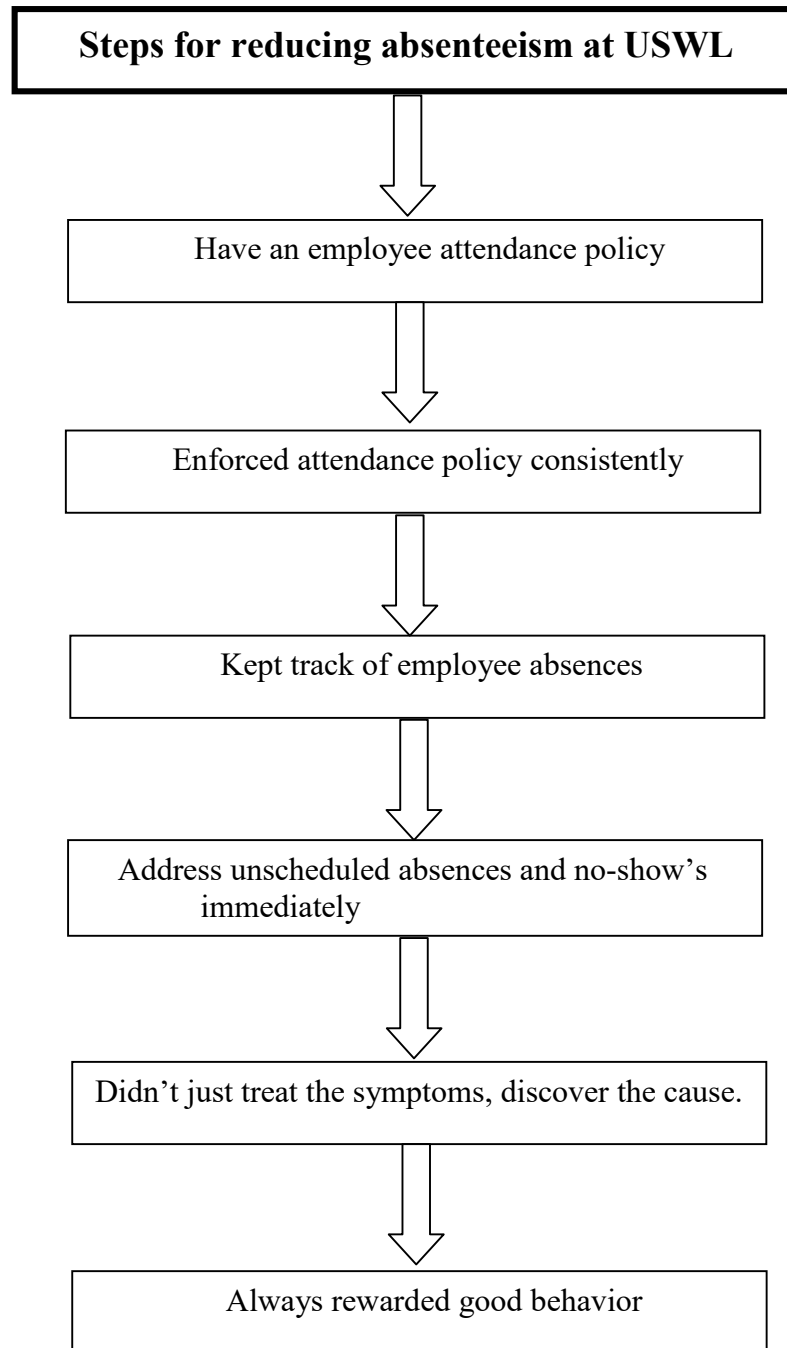


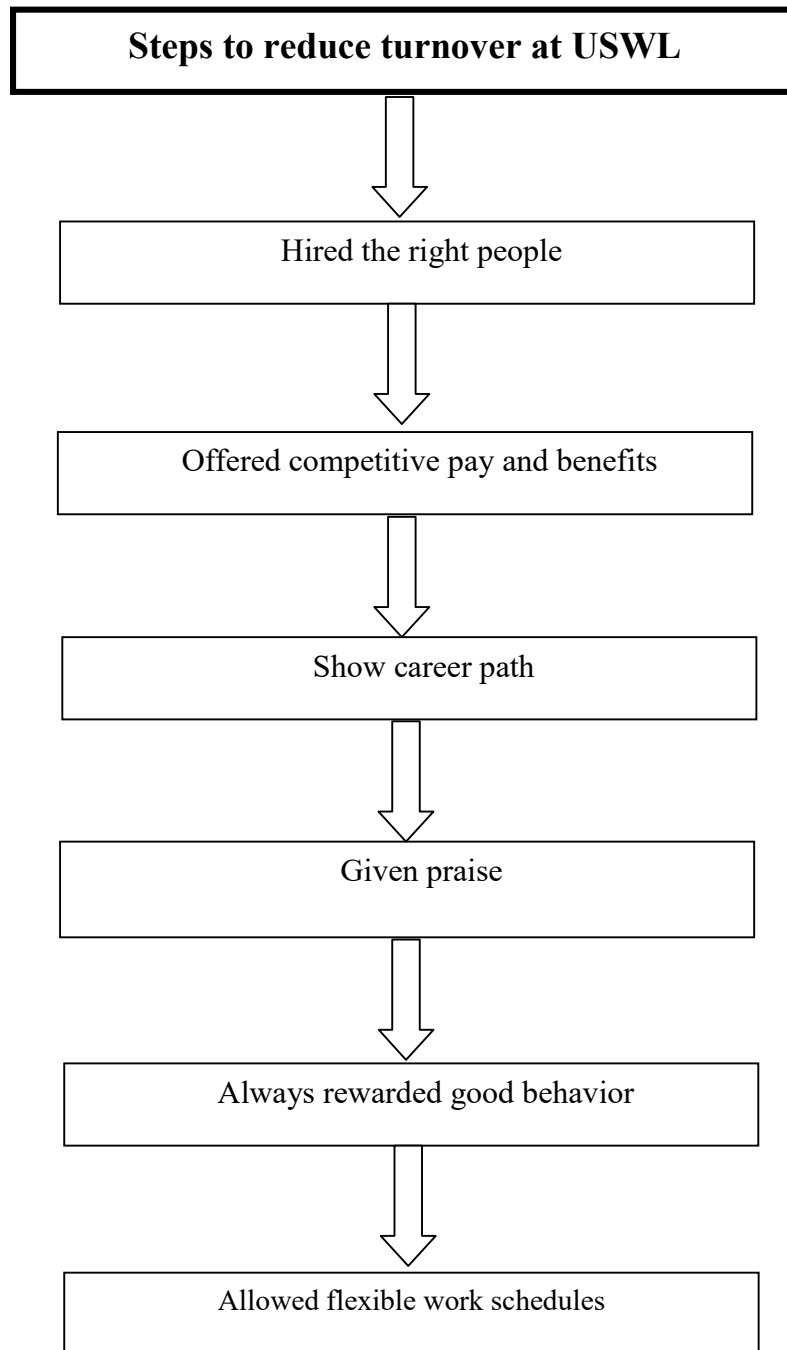
Figure: 5- Yearly Percentage of Turnover of USWL



I have found that the causes of employee turnover which has many adverse impacts on factory developments and smooth productivity. It is recommended that turn over will be decreased to follow the below recommendation chart.

How to reach the success and achieve the company Goal by reducing absenteeism and employee's turnover:





Chapter-5: Important Findings and Recommendations

5.1 Major internship 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 & turn over
- Abuse of local law and policy is a significant factor on employee absenteeism & turn over.
- Working condition is a significant factor on employee absenteeism & turn over.
- USWL had decreased employee absenteeism from 2014 to 2019 gradually but policy should proper update for quick recovery the absenteeism.
- USWL had decreased employee turnover from 2014 to 2019 gradually policy should proper update for quick recovery the absenteeism.
- Promotional policy is an averagely significant factor on employee turnover.
- Compensation is an averagely significant factor on employee turnover.

- To encourage career development in the organization, the human resource management should offer various technical certification courses that help employees to enhance their knowledge. Encourage growth and career development of employees by coaching, and by helping employees to achieve their personal goals. Annually, conduct an individual development plan and career discussions with employees and inspire supervisors in all departments to do the same.

5.2 Recommendations

From my study I can find out that absenteeism and turnover are common factors of RMG sector. Due to absenteeism and turnover a factory losses huge amount every day. The factory human resource management team should take various strategy to reduce absenteeism and turnover such as increased salaries and remuneration, providing recognition, and individual growth opportunities. Exit interviews should be conducted since they provide valuable information on how to manage and retain the remaining employees.

Recommendation for reducing Absenteeism:

- Leave Management should establish to reducing the absenteeism.
- Policy should establish to freedom of work for reducing the job stress.
- Proper counseling and given the motivation to better perform does not exercise overloading work.
- Should understand the problem and maintained the leave procedure.
- Leave awareness & training should proper utilize.
- To reducing the poor behavior of Management staff and given maintaining the good manner.

Recommendation for reducing Turnover.

- Incremental & promotional policy should develop.
- Improve the working condition & human resource policy.
- One of the cause managerial behaviors improves to sustaining the long time business.
- Develop the human resource plan so that identified the all lacking side and fulfill accordingly.
- Solve the personal problem of employees.
- Practice to start equity reward, proper distribution the compensation benefit.
- Improve the Poor physical fitness

Chapter-6: Internship Experience

6.1: Work, Workflow and people meet

During the working time in USWL I also gather some experiences. I have to work in different departments in different time. First 30 days I have to work in Admin & HR department and I was able to gather general knowledge about Admin & HR department. Second 30 days I was work in the Compliance department. I know how to utilize labor law for the betterment of employees. Then 15 days I have to work in production department. Here I have conduct my questionnaire and gather huge knowledge about garments employee. Finally last 15 days again I had to work with Admin, HR, Compliance and production department. I also meet various types of people through working time. I have gained a lot of knowledge during my internship which can help me for further study.

6.2: SIGNIFICANT PLEASANT AND UNPLEASANT INCIDENCE

During working time in USWL, all of the employees are really friendly and helpful to me. They taught me company related various types of works. Especially General Manager of USWL is very polite and honest man. I always feel his co-operation. Workers had very good behavior with me during my internship. There also some unpleasant occurs during the working time such employees are always busy with their schedule work and other's activities.

Chapter-7: References & Appendices

7.2 References

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7.2 Appendices

Questionnaire

I am the student of Uttara University. The purpose of this questionnaire is dependence on Employee Turnover & absenteeism. Please read all questions carefully, your answers have really worth for me. All responses keep confidential.

1. Do you have any strong policy to control the absenteeism &turnover?

A) Yes B) No

2. Does you survey the Job satisfaction so that not happened the absenteeism and turnover? If maintain what type of survey maintaining by you

A) Yes B) No A) Written B) Verbally C) Both.

3. Absenteeism & turnover is interpret in the which type of production:

A) Sewing B) Cutting C) Finishing D) packaging E) Admin, HR & Compliance F) Both.

4. For how long you have been working in the production area?

A) Less than 6 months B) 6 months to 1 year C) I year to 3 years
D) 3 years to 6 years E) 6 years to 10 year F) above 10 years

5. I am satisfied with my job?

A) Extremely Disagree B) Disagree C) Neutral D) Agree E) Extremely Agree

6. I feel freedom while working?

A) Extremely Disagree B) Disagree C) Neutral D) Agree E) Extremely Agree

7. How many times you got promotion in this factory?

A) None B) 1 C) 2 D) 3 E) 4 F) Over 4 times

8. Salary package/ monetary incentives are sufficient in my factory?

A) Extremely Disagree B) Disagree C) Neutral D) Agree E) Extremely Agree

9. Which element is more important for better Employment Opportunity?

A) Company Profile B) Monetary Benefits C) Supervisor D) Working Condition

E) Medical Facility F) Internal Environment G) Others

10. After how long you left the previous job?

A) Before 3 Months B) 3-6 Month C) 7-12 Month D) 1-1.5 Years

E) 2-3 Years F) 4-6 Years G) Over 6 Years H) It's my first job

11. I have decided to stay with current employer?

A) Less than 1 Year B) 2-3 Years C) 3-5 Years

D) More Than 5 Years E) Don't Have Plan

12. Which of the following factors most influence your decision to leave the job?

A) Low salary B) Supervisor's Negative behavior C) Bad work condition

D) Low Career Growth E) Domestic problem F) Others\

13. Which of the following factors most influence for your absenteeism?

A) Low salary B) Supervisor's Negative behavior C) Bad work condition

D) Low Career Growth E) Domestic problem F) Others

14. Your immediate boss encourages / appreciates your Work?

A) Not at All B) Usually Not C) Neutral D) Sometimes Yes E) Always

15. In comparison to reward or facilities, my work load is

A) Extremely Less B) Less C) Equal D) More E) Extremely More

16. Training is the most preventive measure to reducing the absenteeism &turnover ?

A) Extremely Disagree B) Disagree C) Neutral D) Agree E) Extremely Agree

17. Does HR department provide career counseling on your Job progression?

A) Extremely Disagree B) Disagree C) Neutral D) Agree E) Extremely Agree

18. Overall, I am happy with organizational culture and work environment?

A) Extremely Disagree B) Disagree C) Neutral D) Agree E) Extremely Agree

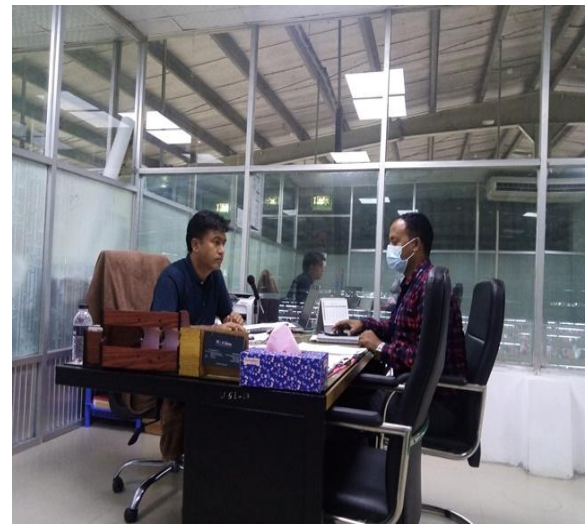
Name:

Signature

Annex:



Front side of building



Discussion with GM operations



Discussion with plant Manager



Discussion with HR Manager



Absenteeism & turnover Survey with Workers



Absenteeism & turnover reason analysis.