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## Program to reduce work absenteeism in assembly companies developed at the TECNM Campus Fresnillo

Programa de reducción de ausentismo laboral en empresas ensambladoras desarrollado en el TECNM Campus Fresnillo

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### Abstract

Absenteeism from work is a very common phenomenon that the Aptiv II company goes through. It is an expense for the company that the work assigned to a given position is not being carried out by the person who is paid for it when they are absent. Since someone else does the work when a person is absent, this generates a lot of money loss since you have to talk to employees outside the shift to cover the positions of the workers who do not attend, in addition to sometimes it is necessary interrupting the production of the plant due to this social phenomenon, among the main causes are: labor-related reasons such as low salaries and/or mistreatment, mobility despite the company having transportation, personal and even motivational issues.

*Keywords:* absenteeism, instability, prevention

### Resumen

El absentismo laboral es un fenómeno muy común por el que pasa la empresa Aptiv II. Es un gasto para la empresa que el trabajo asignado a un puesto determinado no esté siendo realizado por la persona que cobra por ello cuando está ausente. Dado que alguien más hace el trabajo cuando una persona está ausente, esto genera mucha pérdida de dinero ya que hay que hablar con empleados fuera del turno para cubrir los puestos de los trabajadores que no asisten, además de que a veces es necesario interrumpir la producción de la planta debido a este fenómeno social. Entre las principales causas se encuentran: motivos laborales como bajos salarios y/o malos tratos, movilidad a pesar de que la empresa tenga transporte, cuestiones personales e incluso motivacionales.

*Palabras clave:* ausentismo, inestabilidad, prevención

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## **INTRODUCTION**

The TECNOM and Higher Technological Institute of Fresnillo, from the academic body of business development, of the Business Management Engineering career, takes on the task of researching absenteeism from work since it is a common phenomenon that afflicts the company Aptiv II of Fresnillo, since the fact that an employee leaves the company implies a cost and not only because the employee is paid the severance or liquidation, but also because his position is required to be covered by another person for which it is necessary to implement the recruitment process. -selection-hiring, same process that requires cash expenditures which are not planned by the company. The present study arises from the lack of importance of companies for the relationship towards employees even though absenteeism constitutes a cause of significant cost generation leading to losses for the company, which was mentioned by Neftalí Hurtado García who is a supervisor of the department of Human Resources. (Hernandez, 2018)

So, why is work absenteeism very common in the APTIV company?

In the case of companies, salary motivation, support from bosses, benefits, among others, are mentioned. On the other hand, the external one may be family or other problems. For this study, the most important reasons that lead employees to fall into this phenomenon will be investigated by applying a questionnaire to staff.

The question arises as to whether salary will be the main cause of absenteeism in said company or will it have to do with deeper phenomena such as the relationship with bosses, support from bosses, stress at work, psychological harassment, few benefits or recognition, among others.

Since the APTIV company began operating, there have been employees and bosses who are absent from their work days or do not respond to their responsibilities for different reasons that combine a series of administrative, medical, psychosocial, economic, etc. factors. family and environmental. The above reasons have caused the phenomenon of absenteeism in the company, which causes effects on productivity, performance and costs throughout the organization.

Absenteeism becomes abnormal when it occurs to an excessive degree. This can refer to the days lost or the frequency of absences, especially events of short duration, since if the duration is less than four days, it is reflected as a need to be absent than a real inability to work, even if they have been certified by the doctor. Personal, occupational, and organizational characteristics are of particular interest in controlling excessive absenteeism. (Danatro, 1994)

Addressing the continuous absenteeism of workers in an organization involves training new personnel, scheduling and executing overtime work hours and therefore covering costs in paying overtime or extraordinary shifts. Furthermore, it creates possible losses in production or in the provision of a service and dissatisfaction in the work group that, due to the absence from work of one or more of the colleagues, is repeatedly forced to sacrifice time for recreation and family time. , studies or other activities. These actions, which are usually carried out during the worker's rest time, are affected by the phenomenon of absenteeism from work, tending to relax in the course and optimal organizational development of the company.

## **METHOD**

Depending on the nature of the study, which corresponds to the modality of feasible projects; The methodological procedures that were used covered three phases:

### **Phase I – Diagnosis**

This stage consisted of the field study; carried out with the application of the instrument for the determination of weaknesses and strengths that arise about the phenomenon under investigation, which allowed establishing the strategies in order to achieve the design of the proposal under study.

### **Phase II – Feasibility Study**

This stage, through the results obtained with the diagnosis carried out, determined the viability of the project, at the same time that the availability of human, technical and financial resources was established in order to achieve the proposal under study.

### **Phase III – Design of the Proposal**

At this stage the proposal was prepared, clearly defining the objectives and alternative solutions to the problem raised.

In order to finally prepare Conclusions and Recommendations for both the Aptiv II Company and the worker. A questionnaire was implemented which, according to (Balestrini, 2006) It is a basic written means of communication that makes it easy to translate the research objectives through a series of questions.

### **Diagnosis**

- Have you ever been absent from the company?  
a) Yes b) No
- What have been your reasons for being absent?  
a) Family b) Personal c) Health
- Do you have any common illness that forces you to be absent frequently?  
a) Yes b) No
- For you, what has priority in your life?  
a) Health b) family c) Work
- Has your work activity caused any illness that made you absent from work?  
a) Yes b) No
- What motivates you to come to work?  
a) The Family b) The Salary c) the work environment
- What incentive would you like to receive?  
a) Money bonuses b) Material Gifts
- Do you feel that your work is recognized?  
a) Yes b) No

## RESULTS

The present diagnosis was applied to fifty people chosen at the azat to know the main causes and needs of the employees, which contains eight questions and the answers to it are presented below.

Have you ever been absent from the company?

In question number one, thirty-nine answered yes, they have been absent from the company and eleven people answered no.

What have been your reasons for being absent?

In question number two, twenty-five answered that their reasons for being absent were family problems, thirteen people answered that their reasons for being absent were personal problems, and twelve people answered that their reasons for being absent were health problems.

Do you have any common illness that forces you to be absent frequently?

In question number three, forty-one answered that they do not have any illness that causes them to be absent frequently and nine people answered yes.

For you, what has priority in your life?

In question number four, eleven people answered that they give priority to their health, thirty-three people answered that their priority is their family and six people answered that their priority is work.

Has your work activity caused any illness that made you absent from work?

In question number five, eighteen answered that their work activity has caused them an illness that has made them absent from work and thirty-two answered that they have not had an illness caused by work.

What motivates you to come to work?

In question number six, twenty-six people answered that what motivates them to go to work is because of their family, eleven people answered that what motivates them is the salary, and thirteen people answered because of the work environment.

What incentive would you like to receive?

In question number seven, twenty-nine answered that they would like to receive monetary bonuses and twenty-one answered that they would like to receive material gifts.

Do you feel that your work is recognized?

In question number eight, seven people answered that they do feel that their work in the company is recognized and forty-three people answered that their work is not recognized.

Once the diagnosis has been evaluated, it is planned to implement strategies that will reduce the aforementioned phenomenon and improve employee efficiency so that the company can increase its productivity. Some strategies are:

Recognition of outstanding employees to create a sense of belonging at work so they can feel the company like a second home.

Support in permits or benefits that the employee requires and in this way they can be well in the company.

Implement celebrations or meetings in which employees can invite their family and live with them, in such a way that the family gets involved.

Apply the necessary occupational hygiene and safety measures to prevent accidents so that employees are healthy.

Carry out NOM-035-STPS, which guarantees the mental health of employees.

A marked decrease in absenteeism is expected with this series of strategies, a decrease that will be evaluated from the moment the strategies are implemented to keep track and focus the strategies on the problems that arise.

### **CONCLUSIONS**

Based on the results of the study carried out on the Aptiv Company's workforce, conclusions are reached that, although they refer to said population and the specific context in which it was developed, can serve as a starting point to understand the relationship between the factors linked to worker satisfaction and their performance.

Therefore, the results of the research allowed us to conclude:

Existence of a high degree of job dissatisfaction, the result of a poor salary policy, the lack of recognition for the work performed

Lack of motivation on the part of superiors is what has evidenced this situation of demotivation in staff work.

Low level of identification with the company, the staff does not know the policies, nor the vision and mission of the company; On the other hand, they are not committed to the organizational objectives and goals. They do not participate in decision-making, a situation that makes the worker's sense of belonging to the company more difficult. It can be noted that these factors are one of those that had the highest incidence and that leads to the high degree of absenteeism in the Aptiv II company, which is why it is concluded that there is a need to develop and apply a strategy that allows reduce work absenteeism.(Carlos, 2016)

### **RECOMMENDATIONS**

The recommendations establish alternatives to solve the situation of weakness and threat present in the company. Therefore, in this investigation the following recommendations are proposed:

Establish remuneration policies, so that they help in the prevention of labor conflicts and the worker feels comfortable at work, in addition to being motivated to achieve their goals and those of the company.

Design an attendance control form, specifying the reasons for absence and days lost, attaching the relevant documentation.

Redesign training programs and establish development plans for your staff, investing in their training, in which essential information is shown to the organization's worker and their position.

Grant recognition more frequently to personnel who work within the department. Such as attendance bonuses.

Establish incentive policies to recognize the efforts of workers, so that they feel satisfied in their jobs and excited to be more efficient every day.

Apply sanctions according to the Law, with respect to recurring absenteeism personnel.(Arias, 1999)

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