

The Impact of Absenteeism and Job Satisfaction on Work Performance of Operational level Employees in a Leading Apparel Organization

Rathnayaka, R. M.A.D.¹ and Mahalekamge, W.G.S.²

This research aims to identify the determinants of absenteeism and job satisfaction on the work performance of operational-level employees in a leading apparel organization. In addition to that, this study intends to contribute to filling the literature gap by looking into the relationship between absenteeism, job satisfaction and work performance. Although the associations between absenteeism, job satisfaction and work performance are well established in western literature, very few studies have examined the indicators of absenteeism and job satisfaction with work performance in the Sri Lankan setting, especially in the apparel industry. This study explored the relationship and examined the influence of those variables among operational level employees working in a leading apparel organization within the Sri Lankan setting. Therefore, this empirical investigation focuses on work performance as the dependent variable and job satisfaction and absenteeism as the independent variables. This research is deductive research. This research was conducted using a survey research strategy and quantitative research method. In this study, data were collected by using a standard questionnaire and simple random sampling techniques. The target population considered was 200 operational-level employees in a leading apparel organization. The sample size was 132 employees from the operational level employees in a leading apparel organization. However, 132 completed responses were received and used for analysis and presentation. Statistical Package for Social Science (SPSS), version 23.0, was used for data analysis, and descriptive and inferential statistics were used to analyze data. Analyzed results showed a positive impact of job satisfaction on the work performance. The results also showed a negative impact of absenteeism on work performance.

Keywords: *Work Performance, Job Satisfaction, Absenteeism*

¹ Undergraduate, Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka [rathnayakaayesha3@gmail.com]

² Lecturer, Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka [geethanim@kln.ac.lk]