

ATTENDANCE – CASE STUDY

Problems Caused by Absenteeism and Tardiness

The following exercise shows what can happen when employees are unreliable. Put yourself in George's place. He supervises the morning shift in a fast food restaurant. The phone rings at 6 a.m. It's Lee, who has worked in the restaurant for only one month. "George, this is Lee. My car won't start so I won't be at work today." The breakfast crowd has started to arrive in the dining area. Several cars have pulled in to the drive-up window.

1. What problems did Lee create by not coming to work?
2. How does Lee's absence affect other workers at the restaurant?
3. How many times do you think George should allow Lee to be absent from work before taking some kind of action? List some potential actions that could be taken.

Late or absent employees can cost organizations money in two ways:

1. **Reduced Productivity.** Fewer workers means the organization produces fewer goods or cannot serve as many customers. In some instances the amount of goods and services remains the same but the quality suffers. This costs the organization money.
2. **Customer Dissatisfaction.** Customers won't be served as well as they should be. For instance, if a worker in a production-related job is absent, a customer's shipment may not be made on time because there wasn't enough help. This also costs the organization money.

Soft Skills @ Work

