SOCIOLOŠKI ASPEKT APSENTIZMA RADNE SNAGE

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Apstrakt

Pojava apsentizma radne snage je izrazito kompleksna a tome u prilog govori činjenica da je iz današnje perspektive rezultirala velikim brojem organizacionih fenomena koji se posebno proučavaju. Sociološki aspekt apsentizma kao primarno društvenog fenomena je potrebno analizirati sa društvenog aspekta tako da se isti proučava kroz sociološke, psihološke i socijalno – ekonomske faktore, demografske karakteristike, radnu socijalizaciju i zdravstveno stanje, a sve u interakciji radne sredine i životne okoline koje su međusobno povezane i uslovljene. Mnogobrojni faktori koji utiču na radni apsentizam mogu se grupisati i definisati kao karakteristike posla i radne situacije, individualne karakteristike i karakteristike vanradne situacije. Od nemerljivog značaja je poznavanje, praćenje i razumevanje ovih faktora odnosno onih organizacionih momenata koji su prepoznati kao socijalni uzroci pojave i razvoja apsentizma radne snage u organizaciji što je u fokusu teme ovog rada.

Ključne reči: apsentizam, društvo, socijalni faktori

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Uvod

Poslednjih godina svedoci smo kako brojnih pozitivnih promena u poslovnom životu koje je proizvela globalizacija, tako i onih negativnih koje utiču na kvalitet života pojedinca na poslu. Ne postoji jedinstvena definicija kvaliteta života na poslu s obzirom na to da je u pitanju multidimenzionalni koncept koji uključuje: karakteristike radnog prostora, politiku organizacije i procedure, stil rukovođenja, način izgradnje međuljudskih odnosa, mogućnost kontinuirane edukacije, mogućnost primene sopstvenih znanja i veština i mnoge druge faktore koji radno okruženje mogu učiniti atraktivnim ili, pak,

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neprihvatljivim. Upravo iz ovoga proizilazi i sociološki značaj apsentizma radne snage. Iako je sasvim očekivano da zaposleni povremeno odsustvuju sa posla – kada su na godišnjem odmoru ili bolovanju, ali i u slučajevima bolesti ili velikih životnih događaja – apsentizam se ipak odnosi na sve one situacije koje mogu prouzrokovati štetu poslovanju i sveukupnoj atmosferi u organizaciji. Nije svaki apsentizam nužno destruktivan po organizaciju. Postoji velika razlika između situacije u kojoj je zaposleni opravdano odsutan zbog bolesti, a koja je takva da nema potrebe za momentalnim otvaranjem bolovanja i situacije u kojoj je njegovo ponašanje poprimilo formu obrasca – on gotovo uvek kasni i nije prisutan na svom radnom mestu onda kada je najpotrebniji. Vremenom organizacija jednostavno prestane da računa na njega. Zbog takvih i mnogih drugih slučajeva odsustva zaposlenih sa posla od nespornog je značaja detaljnije sagledati sociološki aspekt apsentizma radne snage.

Karakteristike posla i radne situacije

„Radna sredina predstavlja ukupnost materijalnih činilaca konkretnog procesa rada u međuljudskim odnosima koje uspostavljaju učesnici u tom konkretnom procesu rada.“ (Marković, 1979., str. 198) Radna sredina, posmatrana sa sociološkog aspekta, podrazumeva ukupnost materijalnih i društvenih činilaca konkretnog proizvodnog procesa čime se u pojam radne sredine uključuju i međuljudski odnosi, ali isto tako i porodični odnosi. Radna aktivnost je svesna, univerzalna i organizovana čovekova delatnost „kojom se čovek potvrđuje kao generičko biće, stvarajući u okviru određenih društvenih odnosa materijalne i duhovne vrednosti, koje služe zadovoljavanju bitnih ljudskih potreba, čiji je sadržaj i karakter određen stepenom razvoja sredstava za rad i karakterom društvenih odnosa u čijem se okviru vrši“. (Marković, 1979., str. 34) Radna sredina izaziva promene u čovekovom delovanju koje se određuju kao „radna socijalizacija“ pod kojom se podrazumeva „direktan nastavak perioda primarne i sekundarne socijalizacije koji traje čitavog radnog veka“. (Cucić, 1984.) Pri tome, treba napomenuti da se od čoveka očekuje da od bazičnog vrednosnog sistema koji je poprimio i naučio u porodici izgradi stav prema radu i razvije radnu disciplinu i profesionalnu odgovornost, a sve sa svrhom upravljanja svojim karijernim putem. Upravljanje karijerom danas se odnosi na skup najrazličitijih aktivnosti koje imaju za cilj da omoguće realizaciju svih planiranih akcija u pravcu razvoja željene karijere pojedinca (Damnjanović i dr, 2020; Milosavljević i dr., 2020). Kroz ovaj proces zaposleni se usavršavaju, stiču nova znanja i veštine, a postojeće dovode do savršenstva, što u krajnjoj instanci ima značaj i za rezultate poslovanja organizacije jer stručniji i sposobniji zaposleni mogu mnogo više da ponude i

doprinesu organizaciji od onih koji to nisu. Vek u kome živimo donosi nove izazove pred organizacije, a pre svega veću dinamiku organizacionih promena i stalan rad zaposlenih na unapređenju vlastitih sposobnosti, što zahteva od pojedinaca da preuzimaju proces upravljanja vlastitom karijerom na sebe. Međutim, i organizacije mogu umnogome doprineti u oblikovanju karijere pojedinca (Ilić i dr., 2019 Stojanović, & Stanojević, 2017).

Posao predstavlja skup zadataka koje čovek obavlja na određenom radnom mestu. Posao je vezan za radno vreme pod kojim se podrazumeva vreme određeno zakonom ili opštim aktom organizacije, ispunjeno delatnošću kojom ljudi obezbeđuju svoju materijalnu egzistenciju. Ukoliko je korišćenje radnog vremena efikasnije, utoliko je veća produktivnost rada. Neadekvatno i nedovoljno korišćenje radnog vremena dovode do zastoja posla u toku radnog vremena, napuštanja radnog mesta, izostajanja sa posla, bolovanja. Najveći zastoji u toku radnog vremena uslovljeni su kasnijim počinjanjem obavljanja poslova i radnih zadataka, dužim trajanjem pauza i prestankom sa radom pre završetka redovnog radnog vremena. Apsentizam gotovo uvek zavisi od institucionalnih faktora i to su faktori koji su vezani za organizaciju: radni uslovi, veličina radnih jedinica, zarada, rad u smenama, stavovi prema radu, zadovoljstvo radom, obuka kadrova.

Radni uslovi i apsentizam

Radni uslovi su „okolnosti u kojima čovek obavlja poslove u okviru radnog odnosa“. (Bosanac, Mandić, Petković, 1977.) Reč je o radnom naporu, tehničkim uslovima, mikroklimatskim elementima, opasnostima i odgovornostima. Uslovi rada utiču na radni apsentizam. Tako je težak rad praćen češćim odsustvima, delom zbog češće premorenosti radnika, a delom i zbog toga što radnici žele da sačuvaju svoje zdravlje. Takođe, nepovoljni i nehygienski uslovi mogu da izazovu pojavu oboljenja, ali i da pogoršaju postojeće zdravstveno stanje. Monoton i jednoličan rad na traci najčešće umara radnika. Svakako, ukoliko je radno mesto bučno i zagušljivo, radnik će i tada izbegavati posao.

Dobri radni uslovi omogućavaju razvijeniju identifikaciju zaposlenog sa organizacijom jer se u tom slučaju zaposleni oseća važnim i korisnim u takvoj radnoj okolini. Iako su faktori motivisanosti važniji za zaposlenog od faktora radnih uslova, ipak je neophodno da radni uslovi budu što bolji kako bi se izbegla nezadovoljstva i pojačao apsentizam. Naime, ukoliko se radnik ne oseća dobro u datoj radnoj sredini i nema prilike za napredovanje i lično dostignuće, sklon je da u svemu nalazi probleme. Treba imati na umu da su

pored dobrih radnih uslova za radnika važni i položaj u procesu rada i porodična odgovornost.

Zarada i apsentizam

Zarada je jedan od najjačih institucionalnih faktora radnog apsentizma. Njihova veza je veoma složena a jedna dimenzija te veze se ogleda u neradnom sticanju dohotka što obezvređuje rad i destimuliše radnika i materijalno i moralno. U takvoj situaciji osnovni motivacioni faktori nisu rad i rezultati rada, već zarada, ako je moguće - bez rada. Druga dimenzija povezanosti zarade i radnog apsentizma leži u činjenici da je najčešći okvir, unutar koga se objašnjavaju posledice apsentizma, upravo „materijalni“ (pa se preračunavaju ogromni gubici koji tako nastaju). (Stjepanović – Zaharijevski, 1999.)

Postoje četiri klase varijabli koje određuju stav zaposlenog prema sopstvenoj ulozi u organizaciji, kao i verovatnoću njegovog izostajanja sa posla. Prvu grupu sačinjavaju iznosi pojedinih „klasa posledica“, kao što su plata, status, prihvaćenost i uticaj koji zaposleni postiže. Druga grupa varijabli sastoji se od jačine želje ili otpora koji zaposleni ima prema ovim posledicama. Treću grupu čine iznosi ovih posledica za koje zaposleni misli da su dobili drugi pojedinci. Četvrtu grupu varijabli predstavljaju iznosi ovih posledica koje je zaposleni očekivao. (Vroom 1969.)

Plata, kao varijabla prve grupe u velikoj meri utiče na apsentizam. U strukturi uzroka izostajanja radnika sa posla na prvom mestu nalazi se materijalna stimulacija, a zatim slede uslovi radne sredine, međuljudski odnosi i lični problemi. (Nikolić, 1984.) Može se reći da visoke zarade stimulišu dolazak na posao jer je relativno nizak apsentizam u vreme intenzivne privredne aktivnosti, odnosno u periodu kada dohodak raste. U uslovima krize radnici uglavnom štrajkuju zbog niskih plata. U situacijama kada ne postoji sindikat koji organizuje štrajk, pobuna radnika se manifestuje kao individualna akcija, odnosno kao odsustvovanje sa posla. Kada se dogodi pad realne vrednosti zarada, dešava se opadanje motivisanosti za rad i izraženije odsustvovanje sa posla. Takođe, pored plata, radnik izostaje sa onog posla gde nema socijalnu i ekonomsku sigurnost.

Faktor radnog apsentizma je i broj zaposlenih u organizaciji koji pokazuje različite uticaje. Apsentizam raste sa rastom broja zaposlenih. Naime, porast veličine organizacije, a samim tim i porast broja zaposlenih, utiče na gubitak kontrole, povećava hijerarhijske nivoe i pojavljuje se nedostatak komunikacije među zaposlenima i rukovodiocima. „Veća organizacija ima veću stopu izostajanja, jer je manja vidljivost doprinosa zaposlenih i veća sloboda u

izostajanju“. (Gibson, 1966.) Može se zaključiti da veličina organizacije i način rukovođenja imaju značajan uticaj na odsustvovanje sa posla. Naime, manja preduzeća i adekvatnije rukovođenje su povoljnije za pojedinca jer njegova aktivnost i personalna angažovanost na poslu mogu biti vidljivije i samim tim adekvatno nagrađene.

Rad u smenama i apsentizam

Savremen proces proizvodnje doneo je i uvođenje smenskog rada što nameće pitanje kvaliteta rada, ali i pitanje uticaja takvog rada na zdravlje ljudi. Fiziološke teškoće adaptacije na rad usmenama, u krajnjoj liniji, predstavljaju manji problem od društvenih i psiholoških poteškoća. Veći broj izostanaka vezan je za noćnu smenu, što se objašnjava “lošijim fizičkim uslovima rada, većim zamorom, neprijatnostima, ukorenjenim navikama i načinom života koji ne odgovaraju radu u noćnoj smeni“. (Šverko, Petz, 1973.) Čovek se različito zalaže tokom dana i, analogno tome, postiže različite, varirajuće rezultate. Ne samo što ritam bioloških funkcija oscilira u toku dana, već i prema tome koliko mu rad pruža zadovoljstvo. Ipak, pored lošijih performansi rada zaposlenih u noćnoj smeni, postoji čitav niz faktora koji međusobno iskombinovan itekako utiče na apsentizam, odnosno odustvovanje sa posla.

Rad u smenama vodi manjem apsentizmu, što potvrđuje činjenica da stalni rad u dnevnoj smeni doprinosi porastu apsentizma. Međutim, može se uočiti „prividna“ veza između rada u različitim smenama i radnog apsentizma. Naime, uslovljenost radnog apsentizma radnim smenama, je u stvari, njegova uslovljenost vrstom radnog mesta, pošto se prvobitna relacija gubi kada se posebno posmatraju proizvodni radnici, a posebno radnici u režiji i službama. (Čukić, 1985.) Kako bi se preciznije utvrdila veza između rada u smenama i apsentizma, potrebno je sagledavanje uticaja rada u smenama na radni apsentizam dopuniti istraživanjem uticaja bolje zarade, kao i mogućnosti izbora vremena rada i mogućnosti dopunskog rada. Na taj način, bilo bi potpunije objašnjeno odustvovanje u različitim smenama, njihov raspored, ali i učestalost.

Stavovi prema radu i apsentizam

Stavovi radnika prema radu su od velikog uticaja na apsentizam. Stavovi prema radu zavise od samog pojedinca i mogu biti povoljni i nepovoljni. Ukoliko je stav radnika prema radu nepovoljan, može se očekivati veći apsentizam. Primarni uzrok apsentizma je nezadovoljstvo radnim mestom. Radnici svakog dana donose odluku o odlasku ili neodlasku na radno mesto. Ukoliko su određenog dana očekivane posledice od nedolaska na posao privlačnije od onih koji se očekuju od prisustvovanja na radnom mestu, treba očekivati da će radnik izostati, i obratno.

Stav radnika prema poslu zavisi od radnikove procene stepena zanimljivosti posla, procene mogućnosti napredovanja, zadovoljstva zaradom, statusa na poslu, zadovoljstva uslovima rada, stava rukovodilaca prema radnicima, međuljudskih odnosa i vezanosti za posao. Pozitivni stavovi prema poslu vode većem učešću i zalaganju u radu tj. većoj motivisanosti. Ipak, negativan stav prema radu može biti razlog za apsentizam, ali ne i jedini, posebno u uslovima kada se menjaju norme društvenog ponašanja. Očekivanja i interesi pojedinih zaposlenih mogu se menjati u zavisnosti od različitih perioda u radnom i životnom ciklusu i, u svakom slučaju, zavise od vrednosti i normi radne grupe i zajednice. „Najsloženija i najteža borba jeste protiv izostanaka čiji je uzrok u stavu prema radu, jer je u pitanju složeni mehanizam u kojem se prepliću aspiracije, vrednosne orijentacije i percepcije sopstvenog položaja. Otuda nije retko da čovek, iz neke koristi, ostaje na poslu iako ga ne voli“. (Stjepanović – Zaharijevski, 1999., str. 76)

Individualne karakteristike

Individualne karakteristike, takođe, utiču na apsentizam. Pri tome, treba imati u vidu da preplitanje ličnih i društvenih potreba predstavljaju sastavni deo socijalizacije ličnosti. Da bi čovek preduzeo neku aktivnost, trebalo bi da za njom oseća potrebu. Te potrebe, su, dobrim delom, određene individualnim karakteristikama.

Čovek je deo društva i on, pored nosioca radne uloge, ima i vanradne uloge. U kojoj meri će ispoljavati te svoje uloge zavisi i od njegovog odnosa prema radu. Odnos prema radu može biti pozitivan i negativan. Pozitivan odnos prema radu čovek ispoljava onda kada rad oseća kao sopstvenu ljudsku delatnost, oseća zadovoljstvo prilikom obavljanja radnih zadataka i nastoji da postigne što veći uspeh u radu. Negativan odnos čoveka prema radu je kada rad oseća kao nešto što je njemu strano, i radno mesto kao mesto kojem on ne pripada, nastoji da se što manje angažuje na radnom mestu ili da čak i ne obavlja radne zadatke. Upravo ovaj negativan odnos prema radu predstavlja alarm da će uslediti izostanak zaposlenih sa posla. Kvalifikacije, starost, pol i zdravstveno stanje, čine individualne karakteristike zaposlenih i to je posebna grupa radnog apsentizma. Od individualnih karakteristika zavisi hijerarhijski odnos motivacionih faktora, a samim tim veće ili manje radno angažovanje.

Nivo kvalifikacije i apsentizam

Nivo kvalifikacije zavisi od nekoliko elemenata. i to od: tehničkog znanja (koje se meri stepenom obrazovanja), položaja na lestvici ugleda na osnovu ocene vrednosti, relativne učestalosti traženih svojstava (rođene i stečene sposobnosti) i odgovornosti u procesu rada. Može se reći da su za posao više

zainteresovani i veće zadovoljstvo izražavaju radnici sa manjim kvalifikacijama, nego radnici koji imaju više i visoke kvalifikacije. (Stjepanović – Zaharijevski, 1999., str. 78 – 79)

Niskokvalifikovani poslovi dovode se u vezu sa visokim apsentizmom. Jedno od mogućih objašnjenja te pojave je da ovi radnici imaju manje odgovornosti za rešavanje problema organizacije. Kako organizacija sužava mogućnost pojedinca da daje značajne doprinose, ograničava se smisao njegovog angažovanja, tako da on ima razlog da dolazi na posao pa je radni apsentizam ovih radnika izuzetno mali. Manja obučenost za radno mesto takođe rađa manju sigurnost pri rešavanju radnih problema i jača odlučnost radnika da ostane kod kuće. (Costelo, 1975.)

Kada je u pitanju veza između nivoa kvalifikacije apsentizma, potrebno je imati u vidu povezanost između niske kvalifikacije, niske zarade i apsentizma. Radnici sa visokom stručnom spremom kao najznačajniji faktor motivacije navode „određene karakteristike posla i samostalnost u radu, dok radnici sa nižim kvalifikacijama na prvo mesto stavljaju zaradu“. (Mihailović, 1985.) Najčešće se kao faktori koji presudno deluju na stopu radnog apsentizma ističu nivo kvalifikacije i mesto koje zaposleni zauzima u radnoj hijerarhiji. Može se reći da nivo kvalifikacije pokazuje jaku vezu sa stopom radnog apsentizma, ali, potrebno je napomenuti, da ovaj faktor individualnih karakteristika u sebi nosi tragove socijalnog porekla, društvene i tehničke podele rada, sistema obrazovanja i različitih sistema vrednosti.

Starost i apsentizam

„Starost je uzrast organizma određen kao funkcija vremena i dozrelosti odgovarajućih sposobnosti“. (Bosanac, Mandić, Petković, 1977., str. 111) Sa godinama se menjaju psihofiziološke funkcije, opada čulna osetljivost i brzina reagovanja, ali, i dokazi prema sebi i sopstvenom delovanju.

U pogledu radnog ponašanja, postoje razlike između mlađih i starijih osoba. Stariji zaposleni imaju manji broj izostanaka sa posla koji duže traju, dok mlađi zaposleni imaju veći broj kraćih izostanaka. Dugotrajni, a retki, izostanci starijih osoba su uglavnom opravdani pošto su izazvani bolešću ili problemima u porodici. Kratkotrajni, a češći izostanci mlađih radnika su uglavnom neopravdani i najčešće uslovljeni nedovoljnom vezanošću za posao, većom mobilnošću ili, pak, nezadovoljenim očekivanjima.

Može se reći da ukoliko je starost manja, apsentizam je veći i obratno. Starost, sama po sebi, ne može uslovljavati apsentizam. U stvari, reč je o osobenostima koje su karakteristične za mlade, odnosno za stare radnike. U tom smislu, mlađi radnici pokazuju manju prilagođenost organizacijskoj sredini, izraženiji

je nesklad između ambicija i realnih sposobnosti i iskustva, i veći su mladalački polet i nestrpljenje u očekivanju postizanja zahtevnijih uloga i većeg položaja u organizaciji. Takođe, mlada generacija je, u odnosu na stariju, podložnija većim promenama u sistemu vrednosti. Starost, kao faktor radnog apsentizma, ne bi trebalo posmatrati izolovano od drugih faktora. Primera radi, nesumnjiva je povezanost ovog faktora sa polom, kao bitnim korelatom apsentizma.

Pol i apsentizam

„Pol se u ljudskoj vrsti određuje genotipski, što znači da je određen u času oplodnje. Reč je o skupu fizičkih i psihičkih osobina po kojima se žena i muškarac po prirodi razlikuju.“ (Bosanac, Mandić, Petković, 1977., str. 612)

Kada je u pitanju razlika između žena i muškaraca u apsentizmu, može se reći da postoje izvesne razlike. Naime, kada se posmatra radni apsentizam kod žena, polazi se od sagledavanja njenih fizioloških potreba koje u sebi sadrže specifične karakteristike. Naime, fiziološke karakteristike žena mogu dovesti do povremeno, ili u naročitim periodima, do posebnih stanja kada se radna sposobnost smanjuje. Glavna fiziološka funkcija žene jeste njena generativna funkcija, a to je rađanje. Ova funkcija sazreva u petnaestoj godini, i traje do pedesete, što se poklapa i sa periodom najveće radne sposobnosti žene. Reproductivna funkcija žene, u užem, biološkom smislu, obuhvata trudnoću, porođaj, post – porođajni oporavak i negu novorođenčeta do jedne godine života. Trudnoća je značajan biološki i psihološki događaj u životu žene. To je period intenzivnih fizičkih i psihičkih promena, sa povećanim neprijatnostima, izraženom osetljivošću i razdražljivošću, kao i povećanom brigom oko ishoda trudnoće i porođaja. Izostajanje sa posla može bitu uslovljeno komplikacijama u trudnoći, što se objašnjava medicinskim i nemedicinskim uzrocima, kao i promenom stavova prema trudnoći. Naime, za razliku od tradicionalnog okruženja i pristupa trudnoći, kada je žena nosila glavni rizik rađanja, savremena porodica i žena pridaju daleko veći značaj trudnoći. Preduzimaju se mere zaštite kako bi rizik bio minimalan. Često je to razlog zbog čega trudnica uzima bolovanje. (Stjepanović – Zaharijevski, 1999., str. 81 – 82)

Postoje dva ekstremna gledišta o problemu apsentizma u vezi sa trudnoćom. Jedno gledište je da se u bolovanju vidi bežanje od rada nedovoljno motivisanih žena. Drugo gledište nalazi opravdanje za bolovanje sagledavajući savremenu ženu u konfliktности uloga kao oprečeniju i podložniju bolestima. Ispravnost ovih gledišta može se proveriti istraživanjem stepena identifikacije žene, sa jedne strane, sa radnom ulogom, i sa druge strane, sa njenim porodičnim ulogama. Ukoliko je identifikacija sa radnim mestom manje

značajna od identifikacije sa porodicom, jedan broj žena, na slabo plaćenim radnim mestima, neosporno, nalazi se u stanju svojevrsnog „latentnog apsentizma“. Trudnoća „radikalizira tu situaciju i pruža ženi opravdanje – latentni apsentizam pretvara se u manifestni“. (Letica – Gerjan, 1984.) Trudnoću mogu da prate stresovi, strahovi i neizvesnosti. Takođe, trudnoću prirodno prate i porođaj i posleporođajna psihoza, koji zajedno, izlažu ženu snažnim naporima, psihološkim pritiscima i emocionalnoj konfuziji. Otuda, neretko, može da dođe do slabljenja radne sposobnosti. Zdravstveni problemi, koji proizilaze iz reproduktivne funkcije žene, najčešće su u vezi sa abnormalnom brigom u odnosu na mogućnost začeca, bolestima u toku trudnoće i porođaja, kao i bolestima koje onemogućavaju dalji reproduktivni ciklus.

Klimaks je još jedna od odlika fiziološke prirode žene a koja može da utiče na apsentizam. Klimaks je poseban životni period (stanje organizma i psihe) koji donosi izvesne fiziološke „nezgode“. Izvesno je da smanjena otpornost organizma, brže zamaranje i nervna neravnoteža mogu da utiču na radnu angažovanost žene i njeno odsustvovanje sa posla. Objektivne okolnosti, u kojima žene žive i rade mogu biti značajan faktor njihovog odsustvovanja sa posla. Naime, apsentizam se može javiti kao način rešavanja nekih individualnih i kolektivnih konflikata. Stoga „žene skoro dva puta češće koriste bolovanja, koja su prosečno tri puta duža od bolovanja muškaraca“. (Blagojević, 1989.)

Učestaliji apsentizam kod žena može nastati zbog nekih uslova koji usporavajuće deluju na aktivizaciju ženske radne snage. Ti uslovi su: fiziološka nesposobnost ženske konstitucije za obavljanje poslova na kojima je potreban izuzetan fizički napor; posebni radni uslovi koji negativno utiču na zdravlje i organizaciona neprilagođenost radnog vremena. (Pilić, 1969.) Razlike u odsustvovanju sa posla su manje tamo gde su muškarci i žene na sličnom poslu ravnopravni. Naposljetku, treba napomenuti da se uticaj „pola“ na radni apsentizam ne može u potpunosti sagledati, jer su drugi faktori često povezani sa njime, kao što su nivo kvalifikacije, položaji u procesu rada i drugo. Takođe, može se reći da je apsentizam u ženskoj populaciji određen društvenom ulogom žene u određenoj kulturi.

Zdravstveno stanje i apsentizam

Zdravstveno stanje može uticati na apsentizam. Na zdravstveno stanje, pored individualnih karakteristika (stepen obrazovanja, pojedine morfološke, fiziološke i funkcionalne osobine, reagovanje na stresne situacije i starost i slično), utiču i na opšti standard života, karakteristike posla i radne situacije,

način života pojedinca i njegova prilagođenost okolini. "Apsentizmu su sklonije osobe koje su naučile da se prilagođavaju na životne napetosti povlačenjem i izdvajanjem, a takođe i osobe koje imaju sklonost ka psihosomatskim bolestima. Naime, „oboleli“, s obzirom na vrstu bolesti, može da bira da li će otići na posao, ili će ostati kod kuće". (Costelo, 1975.)

Jedan od glavnih faktora radnog apsentizma je bolest. Odsustva sa posla zbog bolesti i povreda su veliki, uprkos efikasnijoj zdravstvenoj zaštiti i stalnom poboljšanju životnih uslova. Ipak, treba imati u vidu da se iza bolesti, vrlo često, prikrivaju nemedicinski uzroci, pa tako pored opravdanih bolovanja, postoje i neopravdana. Broj izostanaka sa posla raste u toku starenja, ali trajanje oboljenja značajno raste, a otuda, što su radnici stariji izraženiji je prosečan broj izgubljenih radnih dana. Može se zaključiti da zdravstveno stanje jeste uzrok apsentizma, ali ne i glavni.

Karakteristike vanradne situacije

Vanradna situacija predstavlja celinu bioloških i društvenih uslova, različitih uticaja, modaliteta funkcionisanja i sistema vrednosti. Radnu aktivnost čovek obavlja u radnoj sredini, ali pod snažnim uticajem uslova i načina života izvan rada. Vanradna situacija, vezana za vanradno vreme (koje ostaje čoveku posle radnog vremena), predstavlja društvenu, životnu okolinu (kao deo životne sredine) i uslovljava čovekovo radno ponašanje. Kako se pojedinac snalazi u vanradnom okruženju zavisi od njegovih individualnih karakteristika, ali i od životne situacije, koja označava „specifičnu konstelaciju psiholoških, socijalnih, bioloških i geofizičkih uslova (elemenata) u životu jednog čoveka, koji u datom periodu determinišu njegovu aktivnost i ponašanje". (Bosanac, Mandić, Petković, 1977., str. 713) Drugim rečima, uslovljavaju mogućnost zadovoljavanja potreba koje se odnose na dohodak, odeću, hranu, stanovanje, obrazovanje, razonodu, higijenu i drugo, a od tog okvira zavisi i način života i način „igranja“ različitih društvenih uloga. S obzirom na to da se radi o čitavom sistemu uloga, neophodno je njihovo usklađivanje. Uspešnost tog usklađivanja može zavisiti od relativne atraktivnosti uloga, stepena njihove prilagođenosti sposobnostima i sklonostima svoga nosioca, ali i od budžeta vremena kojim pojedinac raspolaže. Do izbegavanja radne uloge i odustvovanja sa posla može doći zbog fizičke nemogućnosti da se istovremeno obavlja radna i neka druga uloga, ili zbog većeg stepena privlačnosti te druge uloge.

Karakteristike vanradne situacije, kao potencijalni faktori radnog apsentizma, mogu se upoznati preko uslova stanovanja, porodičnih prilika, oblika korišćenja slobodnog vremena i slično. Pri tome, ne bi trebalo gubiti iz vida

„strukturalne trendove savremenog društva“. Ove strukturalne vrednosti se odnose na sklonost pojedinca ka porodici ili personalnosti, od sklonosti pojedinca ka tradicionalnom ili savremenom načinu društvenog života, od sklonosti pojedinca ka stabilnijem ili mobilnijem radnom okruženju i sklonost pojedinca ka jednostavnijem ili kompleksnijem načinu organizacije rada na poslu. Sve ove sklonosti različito deluju na radni apsentizam.

Bračno stanje i apsentizam

Bračno stanje i apsentizam je u direktnoj zavisnosti sa ranije opisanim polnim karakteristikama pojedinca. Naime, ženski apsentizam nastaje, pre svega, zbog preopterećenosti žene ulogama koje su prvenstveno reproduktivne prirode, a zatim i ulogama koje joj nameće društvo i kultura u kojoj živi i radi. Sa druge strane, izraženiji apsentizam imaju neoženjeni muškarci. „Samci predstavljaju skupinu koja izričito odstupa od ostalih skupina – to su ljudi koji imaju u proseku najviše izostanaka i najviše izgubljenih dana“. (Kirby, 2012.) Ovo zbog toga što su mlađi samci bolje materijalno situirani, pa im je najmanje stalo da rade. Sa druge strane, stariji samci su u relativno lošijem položaju od oženjenih jer su skloniji bolestima zbog samačkog života. Samci imaju manje porodičnih i drugih obaveza, tako da mogu izraziti svoje nezadovoljstvo poslom, pa čak ga i napustiti. U okviru bračnog statusa ipak je potrebno napraviti pažljiviju analizu bez uopštavanja zaključaka, jer se jasno razlikuju „ženski“ i „muški“ apsentizam, odnosno apsentizam mlađih od apsentizma starijih.

Porodične prilike i apsentizam

Porodične odgovornosti mogu imati uticaja na apsentizam. Naime, izostajanje sa posla može biti posledica izvesnih porodičnih obaveza ili posledica neprilagođenosti radnom mestu usled porodičnih neprilika, kao što su poremećeni porodični odnosi, bolest nekog člana porodice i drugo. Porodica se konceptualizuje kao sistem uloga koje dopunjavaju vanporodične uloge. Otuda se u određenom trenutku, pod uticajem različitih motiva, čovek opredeljuje za jednu od uloga. Nekada trajanje i raspored pojedinih aktivnosti nije moguće promeniti niti uskladiti, tako da sledi rasep između želja i zahteva, što može odvesti u apsentizam.

Uticaj porodičnih prilika na radni apsentizam je, u velikoj meri, određen individualnim karakteristikama, među kojima se pol ističe kao najznačajniji faktor. Apsentizam raste sa porodičnom odgovornošću, ali njegovo trajanje nije isto kod jednog i drugog pola. „Izostanci žena su duži po trajanju, dok muškarci izostaju češće, ali kraće“. (Čuk – Kranjc, 1969.) Izostanci žena su razumljiviji jer žena, velikim delom, obavlja sve „domaće poslove“, tako da

„ekspresivne uloge“, vezane za porodični rad, još uvek ostaju u njenom domenu. Iako su se prilike i položaj žena u 21. veku promenili, u smislu veće emancipacije žena i mogućnosti da relaksiranije biraju svoj životni put i način života i imaju ravnopravan status sa muškarcima, stiče se utisak da su žene dobile još više obaveza i kod kuće i na poslu.

Odnos rasta porodične odgovornosti i apsentizma je isti i sa muškog i sa ženskog stanovišta. Naime, oni koji imaju veće porodične odgovornosti i veći broj dece, češće su opterećeni različitim porodičnim brigama, što ima za posledicu povećanje broja neopravdanih izostanaka i izgubljenih radnih dana zbog bolesti.

Dopunske prilike i apsentizam

Kao faktor radnog apsentizma mogu se posmatrati i dopunske delatnosti ili oblici paralelnog privređivanja. Naime, „drugi izvori zarade, mogućnost privatnog, honorarnog rada, se u velikom broju istraživanja pominju kao uzroci ili uslovi porasta apsentizma“. (Guzina, 1980.) Privatni, honorarni rad može da ima negativan pritisak na motivaciju zaposlenih za prisutnost na radnom mestu. Pojedinci, koji znatan deo svojih ukupnih primanja ostvaruju izvan svog redovnog posla (ponekad čak i veći deo nego iz redovnog radnog odnosa), neće biti tako stimulisani da se zalažu na redovnom poslu, pa će iskoristiti svaku priliku da odsustvuju. Pojedinci će biti motivisani da dođu na posao jedino kada osećaju da će ih dolazak dovesti do pozitivnije vrednovanih, odnosno manje vrednovanih posledica, nego što bi ih dovele aktivnosti radi kojih bi izostali sa posla.

Ukoliko je radno mesto kompleksnije, sa složenijim radnim zadacima, zaposleni će biti u potpunosti fokusirani na takav posao i neće se odlučiti da rade druge delatnosti „sa strane“. Međutim, ukoliko radno mesto nema te karakteristike, sasvim je moguće da će se radnik odlučiti za delatnosti van radnog mesta.

Takođe, u uslovima kada je zarada niska i nedovoljna za podmirenje svakodnevnih potreba i kada postaje razlog nezadovoljstva radnim mestom, slabi motivacija za rad, raste interes van organizacije u kojoj zaposleni radi (čak i u toku radnog vremena – što se pokriva lekarskim doznakama). Dopunskim radom ostvaruju se dopunske zarade, koje bi trebalo da omoguće „zadovoljavanje novih specifičnih potreba koje nastaju kako iz potrebe za boljim uslovima odmora od intenzivnog rada, od koga je čovek otuđen, tako i za zadovoljavanje potrebe za prestižom i posedovanjem materijalnih dobara“. (Marković, 1979., str. 359)

Jedan od razloga opredeljivanja zaposlenog za dopunske delatnosti jeste uskraćeno zadovoljavanje nekih potreba na prvobitnom radnom mestu. Otuda se uskraćene potrebe pojačavaju, kao i privlačnost uloga koje mogu ostvariti te potrebe. Strogo formalizovane, organizacijske uloge, sa slobodnim ritmom rada, mehaničkim i stereotipnim pokretima i redukovanim socijalnim kontaktima – pojačavaju potrebu radnika za ulogama potpuno suprotnog karaktera.

Kada su dopunske radne aktivnosti u pitanju, potrebno je imati na umu povećani umor radnika, jer pored svog osnovnog posla, obavlja i dopunske radne aktivnosti. Ovo spoljašnje angažovanje radnika je na štetu radnog vremena u organizaciji. Ta povezanost upućuje na ozbiljnost potrebe sagledavanja dopunskih delatnosti kao faktora radnog apsentizma.

Zaključak

Ljudski resursi, njihovi talenti, znanja i sposobnosti postaju jedni od osnovnih preduslova za konkurentnost društvenih, poslovnih i drugih organizacionih sistema pa se zato ličnom razvoju pojedinca poklanja sve više pažnje. (Andrejić, Janošević, Ilić, Panić, 2019.) Jedan od problema sa kojim se menadžment ljudskih resursa susreće gotovo redovno je fenomen apsentizma. Efikasna borba protiv apsentizma zahteva da se najpre tačno utvrde njihovi uzroci. Sistematsko i objektivno praćenje izostanaka može da pruži organizaciji korisne podatke o tome da li izostanci premašuju dozvoljeni i prihvatljiv nivo, da li su karakteristični za određene poslove i kategorije radnika i drugo. Čak i grubi podaci o apsentizmu mogu da sugerišu na moguće uzroke i činioce apsentizma. Ipak, kako bi se preduzele ozbiljnije mere protiv izostanaka potrebno je da se tačno utvrde i uzroci i uslovi njihovih pojava i porasta. Apseintizam je kompleksna pojava jer su faktori koji dovode do apsentizma povezani i uslovljeni. „Borba za smanjenje izostanaka obuhvata mnogobrojne akcije, različite po svom dometu i sadržaju“. (Guzina, 1980., str. 71) Upravljanje apseintizmom podrazumeva poboljšanje uslova rada, pravilniji raspored ljudi u smenama, organizovanu i sistematsku brigu o deci. Takođe, kako bi se smanjio apseintizam organizacije mogu povećati zarade svojim zaposlenima. Naime, za svaki tačan dolazak i boravak na poslu, zaposleni, pored svog ličnog dohotka, može dobijati i posebnu materijalnu, novčanu nagradu. Takođe, organizacije mogu uvesti i poseban stacionar za utvrđivanje bolesti zaposlenih i eventualno lečenje ukoliko nisu neki ozbiljniji zdravstveni problemi u pitanju. Ipak, može se reći da je najteža, najsloženija i dugotrajna borba protiv izostanaka menjanje motivacije, menjanje stavova prema poslu i radnih navika što se sve tiče socijalnog aspekta apseintizma i pravilnog odnosa prema ovom društvenom fenomenu.

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SOCIOLOGICAL ASPECT OF LABOR FORCE ABSENTISM

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Review article

Summary

The emergence of labor absenteeism is extremely complex, which is supported by the fact that from today's perspective, it has resulted in a large number of organizational phenomena that are studied in detail. The sociological aspect of absenteeism as a primarily social phenomenon needs to be analyzed from the social aspect so it is studied through sociological, psychological and socio-economic factors, demographic characteristics, work socialization and health status, interacting with the working environment and the environment, which are interconnected and mutually conditioned. Numerous factors influencing work absenteeism can be grouped and defined as characteristics of work and work situation, individual characteristics and characteristics of out of work situation. Knowledge, monitoring and understanding of these factors, i.e. those organizational moments that are recognized as social causes of the emergence and development of absenteeism in the organization is of immeasurable importance, which is the focus of this paper.

Key words: absenteeism, society, social factors

Introduction

In the last few years we are witnesses of numerous positive changes in the business live, produced by globalization as well as negative ones that influence the quality of life of individuals in the work place. There is no single definition of quality of life in the work place, considering the fact that it's a multidimensional concept that involves: characteristics of the working environment, organizational and procedural politics, management style, a way of building interpersonal relationships, possibility of continuous education, possibility of applying own knowledge and skills and many other factors that make the working environment attractive or unacceptable. This is where the sociological aspect of absenteeism of the word force arises. Even though it's expected that employees are occasionally absent from work - when they're on vacation or sick leave, but also in cases of

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disease or major life events - absenteeism still relates to all situations that can cause damage to the business or overall atmosphere in the organization. Not every absenteeism is necessarily destructive for the organization. There is a big difference between a situation when an employee is justifiably absent due to illness that doesn't require instantly opening sick leave and the situation when his behavior has taken the form of a pattern - he is almost always late and is never present at work when he is most needed. In time an organization simply stops counting on him. Due to this and many other cases of employee absence, it is undeniably significant to look at the sociological aspect of absenteeism of the workforce in more detail.

Characteristics of work and work situation

„The work environment represents the totality of material factors of a specific work process in interpersonal relations established by the participants in that specific work process.“ (Marković, 1979) Observed sociologically, the work environment implies that the density of material and social factors of a specific production process, thus entering into the notion of the working environment interpersonal relationships, as well as family relationships. Work activity is a conscious, universal and organised human activity “which confirms a man as a generic being, created within certain social relations material and spiritual values, which serve to meet important human needs, whose content and character is determined by the degree of development of means to work and character of social relations in which it is performed“. (Marković, 1979) The work environment causes changes in human activity that are defined as "work socialisation", which means “direct continuation of the period of primary and secondary socialisation that lasts the entire life“. (Cucić, 1984.) At the same time, it should be noted that a person is expected to build an attitude towards work from the basic value system he has adopted and learned in the family and develop work discipline and professional responsibility, all with the purpose of managing his career path. Career management today relates to the set of various activities that aim to enable the realisation of all planned actions in the direction of developing the desired career path of an individual (Damjanović et al., 2020; Milosavljević et al., 2020). Through this process employees improve, acquire new knowledge and skills and improve existing ones to perfection, which ultimately has significance for business results of an organisation because more professionals and capable employees can offer and contribute much more to the organization than those who are not. The age in which we live brings new challenges to organisations, and above all greater dynamics of organisational changes and constant work of employees on improving their abilities, which requires individuals to take over the process of managing their own careers. However, organizations can also make

significant contributions to shaping individual's careers(Ilić et al., 2019 Stojanović, & Stanojević, 2017).

Work represents a set of tasks that a man performs in a certain workplace. Work is tied to a workplace which implies time defined by law or an organizational document, filled with activity with which people secure their material existence. Increase in efficiency of using the workplace increases work productivity. Inadequate or insufficient use of the birthplace leads to downtime during business hours, abandonment of the workplace, work absence and sick leave. Major downtime during business time is conditioned by later commencement of work and work tasks, longer breaks, cessation of work before the end of the regular work time. Absenteeism almost always depends on institutional factors and those are the factors tied to the organisation: working conditions, size of units, work in shifts, attitude towards work, job satisfaction, staff training.

Working conditions and absenteeism

Working conditions are "circumstances under which a man performs jobs within a workplace" (Bosanac, Mandić, Petković, 1977). It is about the work effort, technical conditions, micro climatic elements, dangers and responsibilities. Working conditions influence work absenteeism. Also, hard labour is accompanied by more frequent absences, partially due to more frequent worker fatigue, and partially because workers want to preserve their health. Other than that, unfavorable or unhygienic conditions can cause disease, or worsen an existing health condition. Monotonous work most often tires the worker. Certainly, if the workplace is noisy and stuffy, the worker will also avoid his job.

Good working conditions enable developed identification of employees with organizations because in that case an employee feels important and useful in such work surrounding. Even though motivation factors are more important than working condition factors for an employee, still it's necessary to make the working conditions as good as possible in order to avoid dissatisfaction and enhance absenteeism. Namely, if the employee doesn't feel well in the given working surrounding and doesn't have an opportunity for personal achievement or to thrive, he is inclined to find problems in everything. It should be had in mind that, besides good working conditions, family responsibility is important for employees in the working process.

Earnings and absenteeism

Earning is one of the strongest institutional factor for work absenteeism. Its connection is very complex and one dimension of that connection is in

generating income without working which devaluates work and de-stimulates employees materially and morally. Basic motivational factors in such situation aren't work or work results, but earnings, if it's possible – without work. Another dimension of connectedness of earnings and work absenteeism lies in the fact that the most common framework within which the consequences of absenteeism are explained, are in fact "material" (so huge losses that occur are recalculated) (Stjepanović, Zaharijevski, 1999).

There are four classes of variables that determine the attitude of employees to their role in an organization, as well as the probability of their absence. First group is comprised of certain "consequence classes", such as salary, status, acceptedness and influence that an employee achieves. The second group of variables consists of the strength of desire or resistance that an employee has towards these consequences. Third group consists of the amounts of these consequences that employee thinks other individuals received. Fourth group of variables is the amount of these consequences that an employee expected (Vroom, 1969).

Salary, as a variable of the first group greatly influences absenteeism. Material stimulation is in the first place in the structure of causes for worker's absence from work, followed by working environment conditions, interpersonal relationships and personal problems (Nikolic, 1984). It can be said that high wages stimulate coming to work because absenteeism is relatively low during intense economic activity, i.e. in the period when income is growing. In time of crisis, workers are usually on strike due to low wages. In situations when there is no union to organize a strike, workers' rebellion is manifested as an individual action, i.e. as absence from work. When there is a decline in real value of wages, lower motivation to work and work absence are more expressed. Also, in addition to wages, workers are absent from work when they don't have social and economic safety.

Number of employees in an organization that show different influences is also a factor of absenteeism. Absenteeism grows with the growth of the number of employees. Namely, growth of an organization and with it growth of employee numbers affects loss of control, increases hierarchical levels and reduces communication between employees and management. "A larger organization has a bigger absence rate because the visibility of contribution of employees is smaller and the liberty in absence is bigger" (Gibson, 1966). It can be concluded that the size of an organization and the way it's managed have a significant influence on absence from work. Namely, smaller companies and more adequate management are more favorable for individuals because his activity and personal engagement on work can be more visible and with it adequately rewarded.

Working in shifts and absenteeism

Modern production process has brought the introduction of working in shifts which raises the question of quality of work, but the question of how that work influences the health of the people as well. Physiological difficulties of adapting to working in shifts, in the end represent a smaller problem from social and psychological difficulties. Bigger number of absences is tied to the night shift, which is explained by “poorer physical working conditions, greater fatigue, inconveniences, ingrained habits and the way of life that doesn’t correspond to working the night shift” (Šverko, Petz, 1973). A person strives differently during the day and analogously achieves different varying results. Not only does the rhythm of biological functions oscillate during the day, but the pleasure that work gives him, oscillates as well. However, despite worse work performance of employees in the night shift, there is a number of factors that, combined with each other, greatly affects absenteeism, i.e. work absence.

Working in shifts leads to smaller absenteeism, confirmed by the fact that constant work in the day shift contributes to the growth of absenteeism. However, an “apparent” connection between working in different shifts and work absenteeism is visible. Namely, conditionality of work absenteeism with working in shifts is, in fact, its conditionality with the type of the workplace, since the original relation is lost when we observe separately production works and workers in directing or services (Čukić, 1985). In order to determine the connection between working in shifts and absenteeism more precisely, it’s necessary to complement the influence of working in shifts on work absenteeism with the research on the impact of better wages, as well as the possibility of choosing business hours and the possibility of additional work. In that way, absence in different shifts, their schedule and frequency would be explained more fully.

Attitudes towards work and absenteeism

Worker’s attitude towards work is of great influence on absenteeism. Attitudes towards work depend on an individual and they can be favorable or unfavorable. If the attitude of workers towards work is unfavorable, greater absenteeism can be expected. Primary cause of absenteeism is job dissatisfaction. Workers make a decision of going or not going to work every day. If the expected consequences of not coming to work on a certain day are more attractive than those expected from coming to work, the worker is expected to be absent and vice versa.

Worker’s attitude towards work depends on his assessment of the level of interest in the job, assessment of the possibility of advancement, satisfaction

with earnings, work status, satisfaction with working conditions, attitude of managers towards workers, interpersonal relationships and attachment to work.

Positive attitudes towards work lead to greater participation and dedication in work, i.e. greater motivation. However, negative attitude towards work can be a reason for absenteeism, but not the only one, especially in conditions when the norms of social behavior change. Expectations and interests of certain employees can change depending on different periods in the working and life cycle, but in any case depend on the values and norms of the working group and community. "Most complex and difficult fight is against absences whose cause is the attitude towards work, since it's a complex mechanism where aspirations, value orientations and perceptions of own position intertwine. Therefore, it's not uncommon for a person to stay at work even though he doesn't love it, for some benefit" (Stjepanović – Zaharijevski, 1999).

Individual characteristics

Individual characteristics also affect absenteeism. Therefore, it should be borne in mind that intertwining personal social needs represent an integral part of socialization of an individual. In order for a person to undertake an activity, he should feel the need for it. Those needs are, for the most part determined by individual characteristics.

A person is a part of the society and he, in addition to being the holder of the working role, has non-working roles. The extent to which he will manifest those roles depends on his attitude towards work. Attitude towards work can be positive and negative. A person manifests a positive attitude towards work when he feels the work as his own human activity, feels pleasure when performing work tasks and strives to achieve the greatest possible success in work. A person's negative attitude towards work is when he feels work as something foreign and the workplace as the place to which he doesn't belong, so he strives to engage as little as possible in the workplace or doesn't even perform his work tasks. Precisely this negative attitude towards work represents an alarm that employees will be absent from work. Qualifications, age, gender and health condition make individual characteristics of employees and it's a special group of work absenteeism. The hierarchical relationship of motivational factors depends on individual characteristics, and with it greater or lesser work engagement.

Level of qualification and absenteeism

Level of qualification depends on several elements, which are: technical knowledge (measured by the education level), position on the reputation level

based on value assessment, relative frequencies of required traits (innate and acquired abilities) and responsibilities in the work process. It can be said that workers with lower qualifications are more interested in their jobs and express greater satisfaction than workers with higher and high qualifications (Stjepanović, Zaharijevski, 1999).

Low-skilled jobs are associated with high absenteeism. One possible explanation of that occurrence is that these workers have less responsibilities for solving an organization's problems. As an organization narrows the individual's possibility to make significant contributions, it limits the meaning of his engagement, so he has a reason to come to work, so work absenteeism of these workers is extremely small. Less training for the workplace also creates less security in solving work problems and strengthens the resolve of workers to stay at home (Costelo, 1975).

When the relationship between the level of qualification and absenteeism is in question, it's necessary to keep in mind the connection between low qualification, low salary and absenteeism. Workers with university education, state as the most important factor of motivation "certain characteristics of work and independence in work, while workers with lower qualifications put earnings in the first place" (Mihailović, 1985). The level of qualification and the place that an employee occupies in the work hierarchy are most often highlighted as the factors that decisively affect the rate of work absenteeism. It can be said that the level of qualification shows a strong connection with the rate of work absenteeism, but it's necessary to mention that this factor of individual characteristics carries traces of social origin, social and technical division of labor, education system and different value systems.

Age and absenteeism

"Age of an organism is determined as a function of time and maturity of appropriate abilities" (Bosanac, Mandić, Petković, 1977). Physiological functions change with time, sensory sensitivity and time of reaction decrease, but the evidence towards oneself and one's own actions as well.

In terms of work behavior, there are differences between younger and older people. Older employees have fewer absences from work that last longer, while younger employees have a bigger number of shorter absences. Long-term and rare absences of older people are mostly justified by illnesses or problems in the family. Short-term and more frequent absences of younger workers are mostly unjustified and most often conditioned by insufficient attachment to work, greater mobility or unsatisfied expectations.

It can be said that if the age is lower, absenteeism is higher and vice versa. Age in itself can't condition absenteeism. In fact, it's about the features that are characteristic of the younger, i.e. older workers. In that sense, younger workers show less adjustment to the organizational environment, have a more pronounced mismatch between ambitions and real abilities and experience, and youthful enthusiasm and impatience in anticipation of achieving more demanding roles and higher positions in the organization are greater. Also the younger generation is more susceptible to major changes in the value system, compared to the older one. As a factor of work absenteeism, age shouldn't be considered in isolation from other factors. For example, there is an undoubtable connection of this factor with gender as an important correlate of absenteeism.

Gender and absenteeism

“Gender in the human species is determined genotypically, which means it's determined at the time of fertilization. It's a set of physical and mental characteristics that distinguish women from men by nature“ (Bosanac, Mandić, Petković, 1977).

When it comes to the differences between men and women in absenteeism, it can be said that there are certain differences. Namely, when observing work absenteeism in women, we start from the perception of her physiological needs that contain certain characteristics. Namely, physiological characteristics of women can lead to temporary, or in special periods, special conditions when the working ability decreases. The main physiological function of a woman is her generative function, which is giving birth. This function matures at the age of fifteen and lasts until she is fifty, which coincides with the period of a woman's greatest working ability. Woman's reproductive function in a narrower biological sense, includes pregnancy, childbirth, post – natal recovery and care of a newborn until the age of one. Pregnancy is a significant biological and psychological event in a woman's life. It's a period of intense physical and mental changes, with increased discomfort, pronounced sensitivity and irritability, as well as increased concern about the outcome of the pregnancy and childbirth. Work absence can be caused by complications in pregnancy, explained by medical and non-medical causes, as well as changes in attitudes towards pregnancy. Namely, unlike traditional surroundings and approaches to pregnancy, when a woman bore the main risk of childbirth, modern families and women attach far greater importance to pregnancy. Protective measures are taken so the risk would be minimal. This is often the reason why a pregnant woman takes sick leave (Stjepanović – Zaharijević, 1999).

There are two extreme view on the problem of absenteeism related to pregnancy. One view is that sick leave is seen as an escape from work of insufficiently motivated women. The second view finds justification for sick leave by viewing the modern woman in conflict of roles as more burdened and susceptible to disease. Correctness of these views can be verified by researching the degree of identification of a woman on one hand with the work role, and with her family roles on the other. If identification with the workplace is less significant than identification with the family, a number of women in low-paid jobs are indisputably in a state of a kind of “latent absenteeism”. Pregnancy “radicalizes this situation and provides a woman with justification – turns latent absenteeism into manifest” (Letica, Gerjan, 1984). Pregnancy can be followed by stress, fears and uncertainties. Also, pregnancy is naturally followed by childbirth and postpartum psychosis, which expose women to strong efforts, psychological pressures and emotional confusion. From there, there can be weakening of the working ability. Health problems that arise from a woman’s reproductive function are most often related to abnormal care in relation to the possibility of conception, diseases during pregnancy and childbirth, as well as diseases that prevent further reproductive cycle.

Climax is another feature of a woman’s physiological nature that can influence absenteeism. Climax is a special period of life (state of the organism and psyche) that brings certain physiological “accidents”. It’s certain that reduced body resistance, faster fatigue and nerve imbalance can affect a woman’s work engagement and her work absence. Objective circumstance in which women live and work can be a significant factor for their absence. Namely, absenteeism can appear as a solution for some individual and collective conflicts. Therefore “women can use sick leave almost twice as often, which are often three times longer than men’s” (Blagojević, 1989).

More frequent absenteeism in women can occur due to some conditions that have a slowing effect on activating the female workforce. Those conditions are: physiological inability of the female constitution to perform jobs that require exceptional physical effort; special working conditions that negatively affect health and organizational inadequacy of business hours (Pilić, 1969). Differences in work absence are smaller in jobs where men and women are equal in similar jobs. Finally, it’s should be noted that the influence of “gender” on work absenteeism can’t be fully understood, because other factors are often connected to it, such as level of qualification, positions in the work process and others. Also, it can be said that absenteeism in the female population is determined by the social role of women in a certain culture.

Health condition and absenteeism

Health condition can influence absenteeism. Other than individual characteristics (level of education, certain morphological, physiological and functional characteristics, reactions to stressful situations and age and the like), general standard of living, characteristics of work and work situation, the way of life of an individual and his adaptation to the environment influence the health condition. "People that learned to adapt to life tensions by withdrawal and separation are more prone to absenteeism, as well as people who have tendency to psychosomatic illnesses. Namely, considering the type of illness "the sick" can choose whether to go to work or stay at home" (Costelo, 1975).

One of the main factors of work absenteeism is sickness. Work absences due to sickness or injury are great, despite more efficient health care and constant improvement of living conditions. However, it should be borne in mind that behind the illness, there are often non-medical causes, so in addition to justified sick leave, there are unjustified ones. Number of work absences grow with age, but the length of the sickness grows significantly, and therefore, there is a more expressed average number of lost work days for older workers. It can be concluded that the health condition is the main cause of absenteeism, but not the main one.

Characteristics outside the work place

Outside of work situation represents a set of biological and social conditions, different influences, modalities of functioning and value systems. A person performs a work activity in the work environment, but under the strong influence of conditions and way of life outside of work. Outside of work situation is tied to the time outside of business hours (that remains for a person after business hours), represents a social, living environment (as a part of the environment) and conditions a person's behavior. How an individual copes in the outside of work surroundings depends on his individual characteristics, as well as the life situation, which signifies "a specific constellation of psychological, social, biological and geophysical conditions (elements) in a person's life, which determine his activity and behavior in a given period" (Bosanac, Mandić, Petković, 1977). In other words, they condition the possibility of satisfying the needs related to income, clothes, food, housing, education, leisure, hygiene etc., and from that framework, the way of life and "playing" different social roles depend. Considering that it's about the entire system of roles, it's necessary to harmonize them. The success of that adjustment can depend on relative attractiveness of roles, the degree of their

adjustment on the abilities and preferences of the holder, but the budget of time that is available to an individual as well. Avoidance of the work role and work absenteeism may occur due to physical inability to perform work and some other role, or due to greater level of attractiveness of that other role.

Characteristics of the outside of work situation, as potential factors of work absenteeism, can be learned through living conditions, family circumstances, forms of use of free time and the like. At the same time, we shouldn't lose from sight "structural trends of modern societies". These structural values refer to the individual's inclination to family or personality, from the individual's inclination towards traditional or modern way of social life, from the individual's inclination to more stable or mobile working environment and inclination of an individual towards a simpler or more complex way of organizing work. All of these inclinations affect work absenteeism differently.

Marital status and absenteeism

Marital state and absenteeism are in direct dependence with previously described sexual characteristics of an individual. Namely, female absenteeism arises, above all, due to overburdening of women with roles that are primarily of a reproductive nature, and then with roles that a society imposes on her and the culture in which she lives and works. On the other hand, unmarried men have a more pronounced absenteeism. "Singles represent a group that explicitly differs from other groups – these are people who have more absences and lost days on average" (Kirby, 2012). This is because younger singles are better off financially, so they care the least about working. On the other hand, older singles are in a relatively worse position than married people because they are more prone to illness due to single life. Singles have fewer family and other obligations, so they can express their dissatisfaction with work, or even leave it. Within a marital status, it's necessary to make a more careful analysis without generalizing conclusions, because "female" and "male" absenteeism are clearly different, same as absenteeism of younger from older.

Family circumstances and absenteeism

Family responsibilities can have an influence on absenteeism. Namely, work absence can be a consequence of certain family obligations or consequences of maladaptation to the workplace due to family troubles, such as disturbed family relations, illness of a family member and other. Family is conceptualized as a system of roles that complement extra-family roles. Hence, at a certain moment, under the influence of different motives, a person decides on one of the roles. Sometimes the duration and schedule of certain activities cannot be changed or

harmonized, so there is a divide between desires and demands, which can lead to absenteeism.

Influence of family circumstances on work absenteeism is, to a large extent, determined by individual characteristics, among which gender stands out as the most important factor. Absenteeism grows with family responsibilities, but its duration isn't the same for both sexes. "Women's absence are longer in duration, while men are absent more often, but shorter in duration" (Čuk, Kranjc, 1969). Women's absences are more understandable because women, for the most part, do all the "housework", so "expressive roles" related to family work still remain in her domain. Although the opportunities and the position of women in the 21st century have changed, in the terms of greater emancipation of women and the opportunity to choose their way of life and lifestyle more relaxed and have an equal status with men, it seems that women have even more responsibilities at home and at work.

The relationship between the growth of family responsibility and absenteeism is the same for both males and females. Namely, those that have greater family responsibilities and a larger number of children are more often burdened with various family worries, which results in an increase in unjustified absences and lost working days due to illness.

Additional opportunities and absenteeism

Additional activities and forms of parallel business can be observed as a factor of work absenteeism. Namely, "other sources of income, possibility of private, part-time work, are mentioned in a large number of researches as causes or conditions of growth in absenteeism" (Guzina, 1980). Private, part-time work can have a negative pressure on motivating employees to be present in the workplace. Individuals, who earn a significant part of their total income outside their regular work (sometimes even more than from a regular employment), won't be so stimulated to commit to a regular job, so they will use every opportunity to be absent. Individuals will be motivated to come to work only when they feel that coming to work will lead to more positively valued, i.e. less valued consequences, than the activities for which they were absent from work.

If the jobs are more complex, with more complex work tasks, an employee will be more focused on such work and won't decide to do other activities "on the side". However, if the workplace doesn't have those characteristics, it's possible that the worker will be opt for activities outside the workplace.

Also, in conditions when the salary is low and insufficient to meet everyday needs and when it becomes a reason for job dissatisfaction, motivation for work weakens, interest to work outside the organization grows (even during

business hours – covered by medical remittances). Additional work generates additional earnings, which should enable “satisfying new specific needs that arise for both, need for better conditions of rest from intensive work, from which a person is alienated, and satisfying the need for prestige and possession of material goods” (Marković, 1979).

One of the reasons for choosing an employee for additional activities is the denial of satisfying some needs in the original job. Hence, the deprived needs are amplified, as is the attractiveness of roles that can meet those needs. Strictly formalized, organizational roles with free rhythm of work, mechanical and stereotypical movements and reduced social contacts – increase the need of the work for the roles of a completely opposite character.

When additional work activities are in question, it's necessary to have in mind that the increase in fatigue of workers, because in addition to their regular job, they perform additional activities. This outside engagement of workers is to the detriment of working hours in an organization. This connection indicates the seriousness of the need to consider additional activities as a factor of work absenteeism.

Conclusion

Human resources, their talents, knowledge and capabilities become one of the basic preconditions for competitiveness of social, business and other organizational systems, so more attention is paid to the personal development of an individual (Andrejić, Janošević, Ilić, Panić, 2019). One of the problems that human resource management faces almost regularly is the phenomenon of absenteeism. Efficient struggle against absenteeism demands to firstly determine its causes. Systematic and objective monitoring of absences can provide an organization with useful data on whether those absences exceed the allowed and acceptable level, whether they are characteristic for certain jobs and categories of workers etc. Even rough data on absenteeism can suggest possible causes and factors of absenteeism. However, in order for the company to take more serious measures against absenteeism, it's necessary to determine the causes and conditions of their occurrence and growth. Absenteeism is a complex occurrence because the factors that lead to absenteeism are related and conditioned. “The fight to reduce absenteeism encompasses many actions, different in scope and content” (Guzina, 1980). Absenteeism management means improving the working conditions, more regular schedule of people in shifts, more organized and systematic care for children. Also, in order to reduce absenteeism, organizations must increase salaries of their employees. Namely, for every arrival on time and stay at work, employees can receive

special material, monetary reward, in addition to their personal income. Also, organizations can introduce a special stationary for determining the illness of employees and possible treatment if they aren't serious health problems. However, it can be said that the most difficult, complex and long-lasting fight against absence is changing motivation, attitudes towards work and working habits, all in the terms of social aspect of absenteeism and the right attitude towards their social phenomenon.

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