PREFACE
Organisations are social systems where technology and humanity are combined. Technology is difficult enough by itself and when unpredictable human behaviour is added, one gets an immensely complex, social system. Managing these organisations effectively is a very difficult task. For smooth running of the different organisations help is needed from the social scientists to meet the challenges posed by human problems by suggesting different modes of improvements.

Absenteism is an acknowledged problem of the organisations that affects labor and training costs, causes unnecessary overtimes and also results in low employee morale. Hence, it is important to understand the factors contributing in high absenteeism. Various personal, attitudinal, organisational and environmental factors are involved in it.

Prevailing quality of working life of an employee is an important factor in determining his absenteeism. Quality of working life refers to both personal and organisational factors. The personal factors are values, expectations, needs and attitudes of the employees and the organizational factors are the working conditions or the working environment in the organisation. If there is good congruence between personal and organisational
factors or in other words if the values, expectations, needs and attitudes of the employees are fulfilled up to some extent by the organisations, the quality of working life is high, otherwise lack of congruence in these two factors leads to low quality of working life. But there is lack of studies which relate quality of working life with absenteeism and that instigated the designing of the present study. An attempt has been made to study the effect of various components of quality of working life on absenteeism individually as well as in collective way.

The present study falls under the field of 'human relations' or 'organisational behaviour' or 'human behaviour at work' and has some applicable value because it helps in determining the factors responsible for absenteeism in industries.

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(Rajni Sehgal)