

**12 - SESI QUALITY OF LIFE AT WORK: ANALYSIS INVESTIGATION OF ABSENCE KEY FACTORS IN A COMPANY MAKING THE REGION OF BRAZIL PARANÁ-WEST**

DAIANE NEVES DE SOUZA;  
JANINI ALAMINI SILVANO  
SESI-SERVIÇO SOCIAL DA INDÚSTRIA- FOZ DO IGUAÇU-PARANÁ-BRASIL  
[daiane.souza@sesipr.org.br](mailto:daiane.souza@sesipr.org.br)

doi:10.16887/86.a1.12

**INTRODUCTION**

It can be argued that absenteeism can generate a high cost to the organization? This justifies the importance of the organization to identify the causes of absenteeism and act effectively to such reduction. This study aimed to analyze: What are the main causes of absenteeism in the clothing industry of the western region of Paraná.

This work it is a survey to analyze the causes of absenteeism in a confection industry west of Paraná and thus propose corrective measures aimed at reducing costs and greater satisfaction and motivation at work among the company's employees .

**SESI Quality of Life at work**

The last century was marked by social, economic and technological changes in the world of work. According to NAHAS (2013) nor the most optimistic and inventive men early last century anticipate what would be the *modus vivendi* in the world.

NAHAS (2013) mentions that lifestyle is a set of habitual actions that reflect the attitudes, values and opportunities in people's lives, contributing to their quality of life. The lifestyle has become one of the major determinants of health these days in the population, bringing sequelae in full health worker, positive or negative in worker production.

According to studies conducted by SESI (2012), lack of investment and systematic and continuous actions in promoting quality of life has been responsible for the costly and growing absenteeism costs and turnover, as well as compromising productivity in the workplace.

Data from the Social Security (2013), shows that in Brazil there are 717,911 accidents and 2,797 deaths, and the INSS spends R \$ 4 billion a year on pensions or labor accident aid. This scenario makes Brazil is the 4th country in the International Ranking of occupational accidents, in which the main causes of removal (> 15 days) are injuries and trauma (62.3%), the Musculoskeletal system diseases (26.3%), mental and behavioral disorders (3.8%), nervous system diseases (2.1%), digestive diseases (1.4%) (CID-10).

According to MATTKE et. al (2013), the implementation of health promotion programs in the workplace can achieve effective results for the organization, because there is the possibility to address risk factors for Chronic Noncommunicable Diseases (NCDs), conduct prevention of diseases and disorders, controlling health care costs and improve the productivity of workers contributing to the management and reduction of absenteeism indicators, FAP and NTEP.

The health and safety of Paraná SESI assists in the definition, implementation and monitoring of Quality of Life programs in the company, covering the improvement of internal relations and employee well-being at the individual (physical activity, stress management, nutrition and preventive behaviors) and organizational (social relevance of the work, benefits, personal achievement, environment and corporate relationship), leveraging and integrating the best solutions ([www.sesipr.org.br](http://www.sesipr.org.br)). Assisting industries through absenteeism indicators.

**Absenteeism**

To CUNHA (2012), absenteeism is characterized by the fact that the employee fails to attend to the company, according to the frequency required, and regardless of the reasons, such as unwillingness to work, dissatisfaction with the activity that has or salary, as well as reasons for private and family order.

According Chiavenato (2004) absenteeism is the sum of the periods in which employees are absent from work, either for lack, delay or due to some intervening reason.

According to a survey carried out by CUNHA (2012) absenteeism is caused by several factors, among them health problems, personal, involving the family, addictions to alcohol, drugs, lack of motivation to exercised work, delays due to transport, lack of money and also supervision failure of leadership.

Absenteeism, even in the century. XXI is a major problem of managers of public and private financial institutions in Brazil, which is a challenge for organizations and who manages services from various fields, becoming a source of concern in the companies at high cost and to direct or indirect, widely interfering in sales organizations (MARQUES, 2006).

It is believed in several variables to absenteeism within these variables highlight the gender variable. The woman is present in the industrial system since the beginning of industrialization. In some cultures, such as Americana as MARQUES (2006) women are historically placed the household and family responsibilities.

SILVA also cited NOGUEIRA and AZEVEDO (2009) compared absenteeism among workers of both genders in a textile industry of São Paulo and found that male workers had absenteeism values lower than the female. Women had 15 times more genitourinary diseases, 6,3 times more musculoskeletal disorders, digestive diseases 1,75 times 1,37 times more respiratory diseases.

**NCD - Non-communicable diseases: risk factors**

Chronic diseases in Brazil are responsible for about 70% of causes of death. Data VIGITEL (2014) 72% of deaths in the country is due to chronic diseases. According to NAHAS (2013), it is estimated that two-thirds of deaths from diseases that can be prevented may be by three behaviors: smoking, unhealthy diet and physical inactivity, and this is directly linked to our way of life, causing more health problems, such as metabolic syndrome are obesity, hypertension and diabetes.

Obesity is a chronic disease in which we can define as localized or generalized accumulation of fat tissue, caused by nutritional imbalance or not associated with genetic disorders or endocrine-metabolic (obesity in Brazil, 2015). For WEDGE (2012) obesity can be compared with a 20-year aging in limiting the impact to work and health risk.

Considered a problem world-wide by WHO, because it reaches very high number of people and predisposes the organism to various serious diseases and premature death. Excess weight has grown in recent years in Brazil, 52.5% are

overweight in 2006 was 43% in eight years this growth was almost 10%. These factors are the main risks of chronic diseases such as hypertension, cardiovascular disease and cancer as VIGITEL (2014).

Systemic arterial hypertension (SAH) occurs when the blood pressure is on the wall of the arteries to move is very strong, staying above the normal values for the Brazilian Society of Cardiology (2015).

According to VIGITEL survey data done in Brazil in 2012, the frequency of diagnosis for hypertension reached 24.3%, higher in women (26.9%) than in men (21.3%). The highest frequencies of hypertension were found in the older population (over 50 years) and with low education.

For the Brazilian Society of Cardiology (2015) Diabetes is the increased levels of blood sugar, known as hyperglycemia, especially in men and women heredity, sedentary lifestyle, high blood pressure, high cholesterol and use of drugs with steroids.

As CUNHA (2012), there is an impact of obesity on the limitation to work and health risk factors, thereby obese workers are more limiting to work and higher rate of cardiovascular and metabolic risk, and hypertension = 4X, dyslipidemia = 1,65x, 3,7x = diabetes, metabolic syndrome and limiting 9,4X = 2,3x = work for the author obesity can be compared with a 20-year aging in limiting the impact to work and health risk.

**METHODOLOGY**

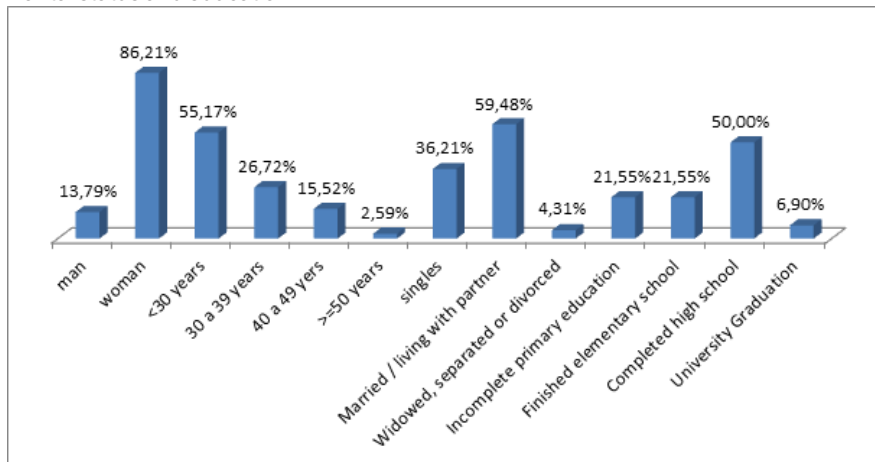
For the development of research work was undertaken with the medicine of the company's work, having a quantitative analytical approach. The research group analyzed consisted of employees of court-fashion sector, a clothing firm midsize west of Paraná.

Through the analysis of medical certificates of 181 employees and implementation of SAEVP questionnaire (Evaluation system of promoting healthy lifestyles and productivity programs) in 116 employees from the administrative and production, with the majority of production, we made a comparison of data and analysis of indicators.

The research worker System Assessment Lifestyle and Productivity - (SAEVP), which is standard SESI procedure in serviceable Industries, is a private research where the employee answers 25 questions seeking indicators in companies related to preventive behavior, physical activity, nutrition, stress perception, sleep and current level of health, alcohol intake, tobacco, relationships, and presenteeism and absenteeism.

**ANALYSIS OF RESULTS**

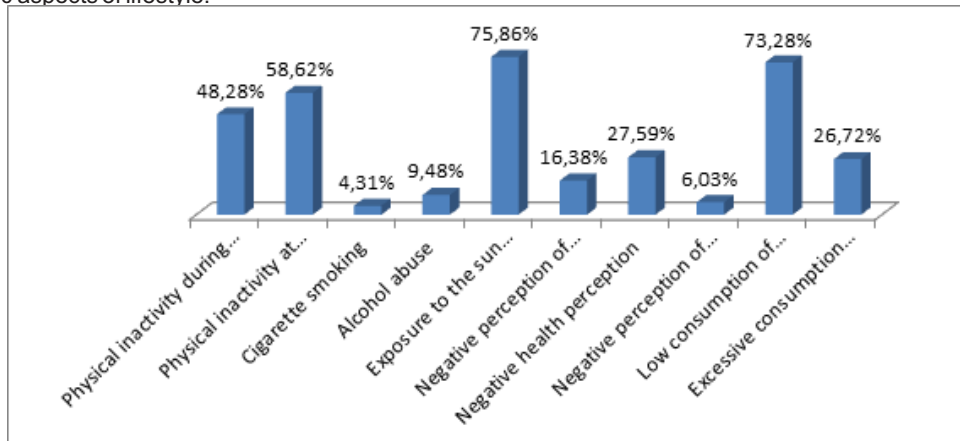
Sex, age, marital status and education



The above data allow us to note that the company is composed of a large majority of women (86.2%), with 55.17% under 30 and 59.48% married / living with partner. The education level shows 50% with completed secondary education, with a high result compared to the state of Paraná, 54%.

**Wellness perception - Lifestyle**

The wellness perception is an important indicator of the degree of satisfaction with life and social adjustment of people. They considered five contexts, stress, relationships, diet, physical activity and preventive behavior, below negative indicators on 10 aspects of lifestyle.

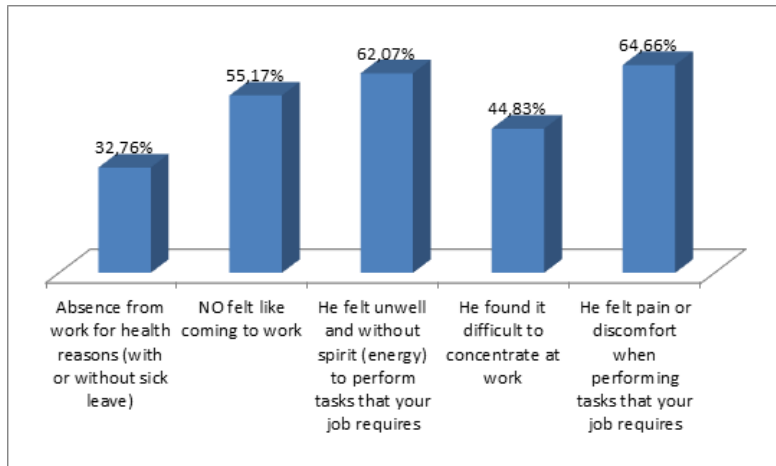


It can be stated that physical activity, nutrition and stress management do not suggest a good performance for these

employees. Preventive behavior with regard to smoking and alcohol presents a good practice among employees, but the unprotected sun exposure is of concern. The positive highlight is only the relationship (6,03%), where employees rated the quality of interpersonal relationships as good or excellent.

**Perceptions of Work**

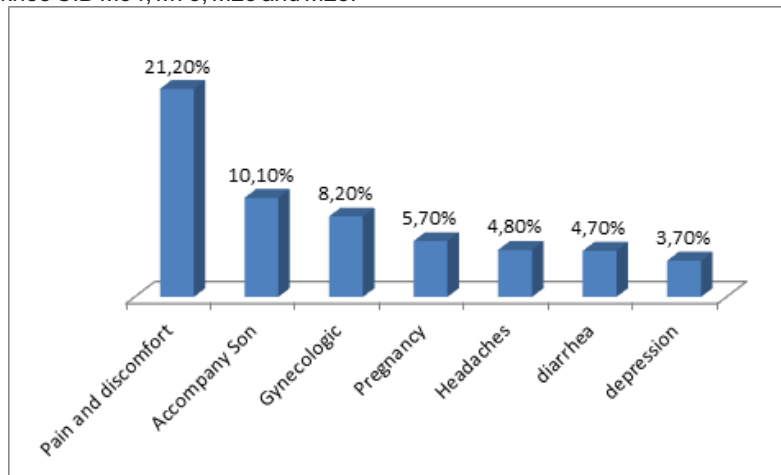
The perception towards work is significant for the study because the indicators evaluated in this section will be used as a suggestion of absenteeism and presenteeism measures among workers of the company studied.



The no desire to go to work (55.17%), unwillingness of employees (62.07%), impaired concentration (44.83%), and pain and discomfort in performing the activities suggest possible causes of presenteeism (64.66%), damaging the production chain, endangering the life of the worker, and may cause an accident at work, emotional problems, risk of loss of employment, absence from work, check costs and hiring new employees, making it worrying factor for the company.

Regarding the clearances in the last 30 days, 32.76% of employees reported that absent themselves from their activities 3 to 7 days, for several reasons.

Thus, the survey of medical certificates in the period from January 6 to April 30, 2015, totaling 3 months and 24 days found up 1244 medical certificates, 181 employees on leave during this period. The most common presence in the medical certificates were musculoskeletal aches and pains in 21.20% and is characterized with back pain, shoulder pain, knee pain, joint pain, lowback pain and knee CID M54, M75, M25 and M23.



Therefore, we calculate the index of absenteeism of employees.

According CHIAVENATO (1999), it measures the time not worked due to absences in relation to the planned period of activity, as the formula below:

$$IA: \text{Days of absence} / \text{effective average number of days} \times 100 *$$

$$A.I. = 1244 / 81 \times 114 \times 100$$

$$A.I. = 13.5\%$$

The 13.5% rate of absenteeism is very high for a company with 200 employees, it generates extra work, personal and professional dissatisfaction among staff, loss in productivity, higher production costs, job insecurity.

In addition, other costs related to productivity, as the rotation index, the result being the output of employees, with subsequent entry of other to replace them, and the output flow compensated by an equivalent flow entries thus observes It was found that for each shutdown, almost always, is an admission, featuring in a dynamic process in organizations (CHIAVENATO, 1999).

In June 2015, we follow the following expression:

$$I.R. = (\text{Number of admissions (month)} + \text{number of layoffs (month)} / 2 \text{ and then divided by total number of employees (end of the previous month)}) \times 100$$

$$I.R. = (15 + 12) / 2 / 261 \times 100 = 13.5 / 261 \times 100 = 5\% \text{ per month.}$$

This value is high for the company, characterized the end of the year as 60%, with more than half of the changed production line. As Silva cited Borges (2009) when the higher the turnover, the more it becomes synonymous with lost

productivity, profitability and organizational health, impacting on the motivation of people and their commitment, which ends up generating even more absenteeism and rotation employees.

Silva cited Oliveira (2009) also points out that the high turnover promotes serious implications for businesses, such as difficulties of team building, occurrence of poor interpersonal relationships, poor integration with the company's culture and spending on recruiting new workers.

In terms of cost, absenteeism can be measured by the employee's basic salary in this company is R \$ 974.40. Knowing he has over 95% of cost to the company and it produces R \$ 500.00 per day, according to company information, we estimate that the daily cost for business on weekdays job is R \$ 109.10. Thus, the 1244 medical certificates cost the company a total of R \$ 135,709.00.

The cost of absenteeism serves to show the company health program costs may be lower compared to expenses that absenteeism can cause.

### CONCLUSION

Based on the evaluated data, it can see that the female has higher overhead functions with labor, domestic, child care and household management.

We found that the company needs for health and safety program for its workers. By spreadsheet prioritization of indicators GUT spreadsheet, we treat problems in order to prioritize them, taking into account the severity, urgency and tend to every problem.

The suggestion is to apply investments for encouragement of physical activity, stress management and healthy eating. Programs as Cooperativo fitness and sport, well being and Circuit SESI Games can assist in this process. Stress and negative perception of health need to be taken into consideration because they can leverage absenteeism as CUNHA (2012). Programs such as recreational Experiences SESI, itinerant Education (exchange of books and magazines in the company), pressure measurement, preventive laboratory tests, lectures on continuous use of drugs, Promoting Healthy Life in industry, can improve and promote knowledge of the workers, avoiding unnecessary trips to the doctor.

You can still implement a corporate wellness program every day, seeking to improve the pains and discomforts of workers, as measured indexes showed high prevalence. Still, through the updated STT program, as the company claims to have a program and be within the standards and SESI corporative Qualification program (muscle strengthening class and stretching in the company), give the employee muscle strengthening and stretching, which will be extremely effective in prevention.

We found that the company's current conditions do not invest in health and quality of life programs, has contributed to the high turnover of employees and also in high absenteeism costs. High costs may be compromising the sustainability of the company and its image.

SESI (2012) believes that promoting healthy work environments and corporate workers' well-being is a basic condition for their growth and development.

### BIBLIOGRAPHY

1. CHIAVENATO, I. Administration General Theory. Sao Paulo, 6. ed. McGraw-Hill, 1999.
2. CUNHA, SANDRA. Absenteeism and presenteeism - Indicators damages. Notebook News prevention CIPA accidents, São Paulo - SP, Volume 391, pages 4-58, 2012.
3. Matthe, S., SCHNYER, C., Busum, K.V. - A Review of the US Workplace Wellness Market - Rand Corporation, 2013.
4. NAHAS, Makus Vinicius. Physical activity, health and quality of life concepts and suggestions for an active lifestyle. 6ed. Londrina: Midiograf, 2013.
5. NETO, A.D.M. Absenteeism in organizations. UniCEUB - University Center of Brasília, 2006.
6. Obesity in Brazil, 2015. [www.obesidadenobrasil.com.br](http://www.obesidadenobrasil.com.br). Access: July 15, 2015.
7. Social Security: [www.previdencia.gov.br](http://www.previdencia.gov.br). 2013.
8. SESI, Pr. [www.sesipr.org.br](http://www.sesipr.org.br). 2015.
9. SESI-SC. Quality of life index of industry worker - SESI / SC, 2012.
10. Brazilian Society of Cardiology. Primer Amor 2015. Site Available: <http://prevencao.cardiol.br/campanhas/pdf/cartilha-amor2015.pdf>
11. VIGITEL 2012 BRAZIL RISK FACTORS FOR MONITORING AND PROTECTION FOR CHRONIC DISEASES FOR TELEPHONE SURVEY. [http://bvsms.saude.gov.br/bvs/publicacoes/vigitel\\_brasil\\_2012\\_vigilancia\\_risco.pdf](http://bvsms.saude.gov.br/bvs/publicacoes/vigitel_brasil_2012_vigilancia_risco.pdf)  
\_ BRAZIL VIGITEL 2014. RISK FACTORS FOR MONITORING AND PROTECTION FOR CHRONIC DISEASES FOR TELEPHONE SURVEY. Ministry of Health. April 2014.
12. SILVA, FDSABSENTEÍSMO AND TURNOVER: Women's dilemmas in the company Paramount Textiles Industry and Trade SAPORTO ALEGRE, 2009.

JANINI ALAMINI SILVANO

RUA ALDINA MAIOLI CORBARE Nº456 JARDIM PARAGUAÇU - SÃO MIGUEL DO IGUAÇU - PARANÁ

### SESI QUALITY OF LIFE AT WORK: ANALYSIS INVESTIGATION OF ABSENCE KEY FACTORS IN A COMPANY MAKING THE REGION OF BRAZIL PARANÁ-WEST

#### ABSTRACT

The lack of investment and systematic and continuous actions in promoting quality of life has been responsible for the costly and growing absenteeism costs, presenteeism and turnover, as well as compromising productivity in the workplace. The aim of this experimental study was to analyze what are the main causes of absenteeism in the garment industry of the western region of Paraná formed by employees of the court-fashion sector, consisting of a large majority of women. It was applied to the Evaluation System Research Lifestyle and worker productivity (SAEVP), being a private research where the employee answers 25 questions seeking business indicators related to preventive behavior, physical activity, nutrition, stress perception, sleep and current level of health, alcohol intake, tobacco, relationships, and willingness to work. We found that 48.28% did not do physical activity during leisure time, 75.86% exposed to the sun without protection, 16.38% negative perception of stress management, 27.59% negative perception of health. When asked about the perception of work 30 days 3-7 days we found that 32.76% moved away because of illness, 55.17% did not feel like going to work, 62.02% felt unwell and hopeless and 64.66% felt pain or discomfort when performing tasks. Therefore, we performed a study of medical certificates in the period from January 6 to 30 April

2015, found up 1244 medical certificates, 181 employees on leave during this period. The most common presence in the medical certificates were muscular aches and discomforts 21.20%. The cost of absenteeism was R \$ 135,709.00 for the company. We conclude that it is necessary to further study and implementation of quality of life programs that will contribute to the health and welfare of the worker, in order to reduce absenteeism and presenteeism.

**KEYWORDS:** Absenteeism, lifestyle and presenteeism.

### **SESI QUALITÉ DE VIE AU TRAVAIL: ANALYSE DES FACTEURS D'ENQUÊTE ABSENCE CLÉS DANS UNE ENTREPRISE FAIRE DE LA RÉGION PARANÁ OUEST**

#### **RÉSUMÉ**

Le manque d'investissement et des actions systématiques et continues dans la promotion de la qualité de vie a été responsable de la coûts de l'absentéisme coûteux et de plus en plus, le présentéisme et de chiffre d'affaires, ainsi que compromettre la productivité en milieu de travail. Le but de cette étude expérimentale était d'analyser quelles sont les principales causes de l'absentéisme dans l'industrie du vêtement de la région de l'ouest du Paraná formé par les employés du secteur judiciaire-mode, composée d'une grande majorité des femmes. Il a été appliquée à la recherche sur le système d'évaluation Lifestyle et la productivité des travailleurs (SAEVP), étant une recherche privée où l'employé répond à 25 questions visant à obtenir des indicateurs d'affaires liées à des comportements de prévention, l'activité physique, la nutrition, la perception du stress, le sommeil et le niveau actuel de la santé, consommation d'alcool, le tabac, les relations et la volonté de travailler. Nous avons constaté que 48,28% ne pas faire d'activité physique durant les loisirs, 75,86% exposée au soleil sans protection, 16,38% perception négative de la gestion du stress, 27,59% perception négative de la santé. Lorsqu'on l'interroge sur la perception du travail de 30 jours 3-7 jours nous avons constaté que 32,76% écarté pour cause de maladie, 55,17% ne se sentent pas comme aller au travail, 62,02% ont estimé malade et désespéré et 64,66% sentir douleur ou d'inconfort lors de l'exécution des tâches. Par conséquent, nous avons effectué une étude des certificats médicaux dans la période allant du 6 Janvier à 30 Avril 2015, trouvé jusqu'à 1244 certificats médicaux, 181 employés en congé pendant cette période. La présence la plus courante dans les certificats médicaux étaient des douleurs musculaires et des malaises 21,20%. Le coût de l'absentéisme a été de R \$ 135,709.00 pour la société. Nous concluons qu'il est nécessaire pour une étude plus approfondie et la mise en œuvre des programmes de qualité de vie qui contribueront à la santé et le bien-être du travailleur, afin de réduire l'absentéisme et le présentéisme.

**MOTS-CLÉS:** absentéisme, présentéisme et mode de vie.

### **SESI CALIDAD DE VIDA EN EL TRABAJO: ANÁLISIS DE INVESTIGACIÓN DE FACTORES CLAVE AUSENCIA EN UNA EMPRESA QUE HACE LA REGION OESTE DE PARANÁ**

#### **RESUMEN**

La falta de inversión y acciones sistemáticas y continuas en la promoción de la calidad de vida ha sido responsable de la costosos y crecientes costos de ausentismo, presentismo y la rotación, así como comprometer la productividad en el lugar de trabajo. El objetivo de este estudio experimental fue analizar cuáles son las principales causas de ausentismo en la industria textil de la región occidental del Paraná formado por empleados del sector judicial de la moda, que consta de una gran mayoría de las mujeres. Se aplicó a la Evaluación del Sistema de Investigación de vida y la productividad del trabajador (SAEVP), siendo una investigación privada donde el empleado responde a 25 preguntas que buscan indicadores de negocio relacionadas con la conducta preventiva, la actividad física, la nutrición, la percepción de estrés, el sueño y el nivel actual de la salud, el consumo de alcohol, el tabaco, las relaciones y la voluntad de trabajar. Se encontró que el 48,28% no lo hizo la actividad física durante el tiempo libre, 75,86% se exponen al sol sin protección, 16,38% percepción negativa de la gestión del estrés, 27,59% percepción negativa de la salud. Cuando se le preguntó acerca de la percepción de los 30 días de trabajo 3-7 días, se encontró que 32,76% se alejó debido a una enfermedad, 55,17% no tenía ganas de ir a trabajar, 62,02% consideró enfermo y desesperado y 64,66% se sentían dolor o molestia al realizar las tareas. Por lo tanto, se realizó un estudio de los certificados médicos en el periodo comprendido entre el 6 enero hasta 30 abril 2015, encontramos hasta 1244 los certificados médicos, 181 empleados con licencia durante este periodo. La presencia más común en los certificados médicos eran dolores musculares y molestias 21,20%. El costo del ausentismo fue de R \$ 135,709.00 para la empresa. Llegamos a la conclusión de que es necesario un mayor estudio y la aplicación de la calidad de vida, programas que contribuyan a la salud y bienestar de los trabajadores, con el fin de reducir el absentismo y el presentismo.

**PALABRAS CLAVE:** El ausentismo, estilo de vida y presentismo.

### **SESI QUALIDADE DE VIDA NO TRABALHO: ANÁLISE INVESTIGATIVA DOS PRINCIPAIS FATORES DE ABSENTEÍSMO NUMA EMPRESA DE CONFECÇÃO DA REGIÃO OESTE DO PARANÁ-BRASIL**

#### **RESUMO**

A falta de investimentos e de ações sistemáticas e contínuas em promoção da qualidade de vida tem sido responsável pelos onerosos e crescentes custos de absentéismo, presenteísmo e rotatividade, além de comprometer a produtividade no ambiente de trabalho. O objetivo deste estudo de caráter experimental foi analisar quais as principais causas do absentéismo na indústria de confecção da região oeste do Paraná formado por colaboradores do setor de corte-costura, sendo composta por uma grande maioria de mulheres. Foi aplicado a pesquisa do Sistema de Avaliação do Estilo de Vida e Produtividade do trabalhador (SAEVP), sendo uma pesquisa confidencial onde o trabalhador responde 25 questões que buscam indicadores da empresa relacionado ao comportamento preventivo, atividade física, alimentação, percepção de estresse, sono e nível atual de saúde, ingestão de álcool, tabaco, relacionamentos, e disposição para o trabalho. Identificamos que 48,28% não realizam atividade física nos momentos de lazer, 75,86% se expõem ao sol sem proteção, 16,38% percepção negativa de controle do estresse, 27,59% percepção negativa de saúde. Quando perguntado sobre a percepção em relação ao trabalho durante 30 dias de 3 a 7 dias, identificamos que 32,76% afastaram-se por motivo de saúde, 55,17% não sentiu vontade de ir trabalhar, 62,02% sentiu-se indisposto e sem animo e 64,66% sentiu dores ou desconfortos ao realizar as tarefas. Diante disso, foi realizado o levantamento de atestados médicos, no período de 06 de janeiro a 30 de abril de 2015, constataram-se 1244 atestados médicos, 181 empregados afastados durante este período. A presença mais comum nos atestados médicos foram dores e desconfortos musculares 21,20%. O custo do absentéismo foi de R\$ 135.709,00 para a empresa. Concluímos que faz-se necessário novos estudos e implantação de programas de qualidade de vida que venha contribuir para a saúde e bem estar do trabalhador, afim de reduzir o índice de absentéismo e presenteísmo.

**PALAVRAS-CHAVE:** Absentéismo, estilo de vida e presenteísmo.