



ANALYTICAL STUDY: EMPLOYEE ABSENTEEISM ON NAGA LIMITED INNOVATIVE FOODS DIVISION, DINDIGUL

A. Shameem Fathima*, V. Tamilselvi & Dr. B. Velmurugan*****

* II Year MBA, NPR College of Engineering & Technology, Natham, Dindigul, Tamil Nadu

** Assistant Professor, Department of Management Studies, NPR College of Engineering and Technology,
Natham, Dindigul, Tamil Nadu

*** Professor & Head, Department of Management Studies, NPR College of Engineering and Technology, Natham,
Dindigul, Tamil Nadu

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Abstract:

Absenteeism is a primary assignment for any business enterprise within the modern aggressive global. Cutting absenteeism enables companies attain their goals and will increase productivity. This study highlights the predominant roots of absenteeism inside the production division of a garment industry below numerous magnitudes, which have an effect on on absenteeism like work surroundings, organizational lifestyle, relation and co-operation, repayment and rewards, centers, task satisfactory and safety, and well-known elements. The Study enables to pick out reasons for worker absenteeism in manufacturing department. Sample of 109 employees responses were considered for the have a look at and the statistics were analyzed, statistically. The have a look at suggests that the main factors like wages, different source of profits, and terrible relationship with supervisors were contributing to the principal absence of employees from paintings. This virtually shows that paintings surroundings, relation and co-operation, facilities furnished through the organisation and job pride have been the main additives which might be causing the employee absenteeism.

Key Words: Employee Absenteeism, Sources of Absenteeism, Work Environment, Productivity.

Introduction:

An organization in its simplest form is a person or group of persons intentionally organized to accomplish a common goal or set of goals. Organization is a form of human association formed for the attainment of a common purpose. Human Resource plays a predominant role performing a successful management of change with an organization, the role of HR is to understand the human behavior at work and positively influence the employees to adapt to new changes. However, in some cases, absenteeism may rise and may disturb the whole process of change management. Absenteeism can define as habitual absence of employee from work which is mainly due to employee demoralization or dissatisfaction. Employee absenteeism is a problem for almost all employees. People can absent from work for a number of reasons, some of them for a very good reason. Absenteeism refers to unauthorized absence of the worker from his job. When absenteeism became a habit there is not only general lowering of morale, but also results in loss and deterioration of skill and efficiency. This decreases the productivity and profit of company. Absenteeism means employees absent for work for various reasons. They fail to be present at for scheduled work or fail to report to work. Absenteeism is mainly two types Authorized and Unauthorized. Authorized means absent for work by taking permission from them and that was granted and Authorized absence is also treated as absence while presence even for a part of the shift is treated as presence for the whole shift. Absence on account of strikes, lockout, layoff, weekly rests or suspension is not taken into account. Unauthorized absenteeism is absent for work without taking permission. The employees can give their best to achieve the objectives only if they attend work. Traditionally, Employee absenteeism has been viewed as an indicator of poor individual performance, as well as a breach of an implicit contract between employee and employer; it was seen as a management problem, and framed in economic or quasi-economic terms. A satisfactory level of attendance by employees at work is necessary to allow the achievement of objectives and targets by a department. Employee Absenteeism is the absence of an employee from work. It is a major problem faced by almost all employers. Employees are absent from work and thus the work suffers. Absenteeism of employees from work leads to work delay.

How to Reduce Absenteeism:

Employers may discourage absenteeism by taking several proactive steps such as rewarding good attendance, providing emotional support to employees, setting clear attendance expectations, and formalizing the organization's attendance policy in written documents that all new employees must review and sign.

Reasons for Employee Absenteeism:

The phenomenon of absenteeism has been explained in various ways. The atmosphere prevailing in a plant, therefore, affects His attitude to his work, and either persuades him to attend regularly or keeps him away. Irritating uncertainty, irregularity, and confusion in the factory are likely to be important cause of absenteeism. The attitude and practice of the management also contribute to absenteeism.

Causes of Employee Absenteeism:

- Personal problems (financial, marital, substance abuse, childcare etc)
- Serious accidents and illness
- Unhealthy working conditions
- Transportation problems

- Maladjustment with factory conditions
- Unsatisfactory housing conditions
- Industrial fatigue
- Lack of job satisfaction
- Mental health: Employees may feel burnt out or struggle with their mental health.
- Improper and unrealistic personnel policies
- Boredom on the job
- Stress
- Workload
- Poor working conditions

Factors Affecting Employee Absenteeism:

- Physical health: Illness, injury, and medical appointments are the most reported reasons for missing work.
- Mental health: Employees may feel burnt out or struggle with their mental health.
- Childcare and eldercare
- Transportation
- Bullying and harassment
- Stress and burnout
- Low workplace morale & engagement
- Lack of a flexible work schedule.

Measures for Control Absenteeism:

- Adoption of a well-defined recruitment procedure
- Cordial relationship between supervisors and workers
- Provision of reasonable wages and allowances and job security for workers
- Motivation of workers and social measures
- Improved communication and prompt redressal of grievances
- Liberal grant of leave
- Safety and accident prevention
- Provision of healthy and hygienic working conditions
- Development of workers education.

Types of Absenteeism:

There are planned and approved and unplanned and approved Types of Absenteeism are classified under the followings:

A) Planned and Approved:

These are the circumstances in which the employee has already planned to take a leave and it is approved by the organization.

It may be further classified as,

1) Holidays:

- Employees plan their holidays in advance to spend time with their families. Every organization has a pre-approved number of holidays which the employee can avail. Planned holidays are called vacations and organizations even pay the expenses for holidays under the category of leave travel allowance (LTA).
- Holidays are paid leaves which the employee can avail on yearly or on monthly basis, as per the policy of the organization. Holidays are taken either for vacation purpose or for any family event. Few organizations offer a sabbatical for employees which is classified under holidays.
- This is not seen as a negative type of absenteeism and if an employee does not take holidays the organization pay salary for the days worked. In companies like Google, it is mandatory for employees to avail all the holidays. They believe that making employees overwork is not a good option and taking holiday once in a while is healthy for the employee and productive for the organization.
- Organizations have different policies and different leave structure but most of the multinationals provide about 30 days of paid leaves which the employees can avail in a period of one years.

2) Maternity or Paternity:

- Employees can avail maternity or paternity leave in the organization for a limited number of days. The number of days differs from organization to organization. Paternity leave is usually lesser than maternity leave.
- Female employees can avail about six months or more of maternity leave. There are organizations which approve work from home during this period. Paternity leave is anywhere between one day to one week. Both maternity and paternity are paid leaves and employees may extend it after approval from the organization.

3) Work from Home:

Many organizations offer work from home options for their employees. Employees can avail this facility for a limited number of days wherein the employee can work from home and the employees fully paid for it. Although the employee is not entirely absent from the organization it is categorized under the form of absenteeism.

B) Unplanned but Approved:

Absenteeism which is unforeseen by the employee, but already approved by the organization fall into this category. Employees have not foreseen this kind of leave and hence this is categorized as unplanned on account of employees.

4) Sick leave / Accident:

- A sickness is an unplanned event which every employee suffers from time to time. Every organization has a limited number of approved sick leaves and in most of the organizations, these are paid. Sickness is not something that employee plans for and hence organizations remain flexible as long as employees are not recovered fully.
- Most of the multinational does not keep a capping on the number of sick leaves as illness may extend from one day to one month or one year depending on the severity of illness. The accident is another category of the sick leaves. Employees travel on business purposes during which they may face an unfortunate event of an accident. Accidental recoveries take a long time and may extend for years.
- Most of the organizations take responsibility for all of the expenses of the employee if the employee has suffered an accident in the workplace or while traveling for work. Other organizations pay employees through insurance. It is the sole discretion of organization whether to keep the employee or ask to resign on account of long-term illness or accident.

5) Absence without Leave:

- This type of absenteeism involves employees not showing up to work without reason or prior notice. While one or two days might be dealt with, long absences can wreak havoc on plans and put undue pressure on the remaining team members.
- It is imperative that organisations resolve the root cause of an employee's absence without leave. It could range from personal problems to bullying and harassment at the workplace. Often, these root causes manifest symptoms that disturb the efficiency and progress of the workplace. Offering assistance along with tangible resources and workplace counselling can help chip away at the real reason and help the employee regain their footing.

6) Disengagement:

This type of absenteeism is high-risk for an organisation. It occurs when an employee isn't motivated to work anymore and often shirks responsibilities or doesn't give their 100%. They might be physically present but mentally absent or not show up to work at all.

7) Parental Leave:

- This type of absenteeism refers to planned and approved Time off work for childbirth, postpartum rest or adoption. Maternal leave of up to 6 months is mandatory in most countries, but many organisations today also offer paternal leave for new fathers.
- Seeing as this type of absenteeism can span months, it has to be planned and approved well in advance. This is so the team is prepared to distribute the tasks or train someone new for that duration.

8) Bereavement:

Unplanned but approved, this type of absenteeism occurs when an employee's loved one passes away. It gives them the time to mourn and take care of extra household tasks that arise. Some organisations allow for an absence of up to a week; others don't put a cap on it as long as the team is informed.

9) Sabbaticals:

A Sabbaticals is a long and voluntary break from work, and is also a planned and approved type of absenteeism. Those on a sabbatical from work can use their time (usually a month to six months) to upskill, travel, volunteer, or study. Sabbaticals are usually given to employees who have been around for a certain number of years.

Costs of Absenteeism:

The direct cost of absenteeism is a decrease in business Productivity, which then reduces revenues and profits. If an employee cannot work then they cannot contribute to the growth and success of a company. If the work of these absent employees cannot be covered by other employees, then the reason they were hired for leaves a gap in the company's workforce. Even if their work is picked up by other employees, that creates more work for those employees that can eventually lead to burnout for them.

Decrease in Productivity:

- Employees may be carrying an extra workload or supporting new or replacement staff.
- Employees may be required to train and orientate new or replacement workers Staff.
- Morale and employee service may suffer.

Financial Costs:

- Payment of overtime may result.
- Cost of self-insured income protection plans must be borne plus the wage costs of replacement employees.

Statement of the Problem:

High absenteeism in the workplace may be indicative of poor morale, but absences can also be caused by workplace hazards or sick building syndrome. Many employers use statistics such as the Bradford factor that do not distinguish between genuine illness and absence for inappropriate reasons. As a result, many employees feel obliged to come to work while ill, and transmit communicable diseases to their co-workers. This leads to even greater absenteeism and reduced productivity among other workers why try to work while ill. Work forces often excuse absenteeism caused by medical reasons if the worker supplies a doctor's note or other form of documentation. Sometimes, people choose not to show up for work and do not call-in advance, which businesses may find to be unprofessional and inconsiderate. This is called a "no call, no-show". According to Nelson & Quick (2008) people who are

dissatisfied with their jobs are absent more frequently. They went on to say that the type of dissatisfaction that most often leads employees to miss work is dissatisfaction with the work itself. High absenteeism in the workplace may be indicative of poor morale, but absences can also be caused by workplace hazards or sick building syndrome. Many employers use statistics. Such as the Bradford factor that do not distinguish between genuine illness and absence for in appropriate reasons.

Objective of the Study:

The objective of study is on about, Primary objective and Secondary objective

Primary Objective:

- To Study the Employee Absenteeism in Naga Limited Innovative Foods Divisions, Dindigul.

Secondary Objective:

- To identify the main reasons for absenteeism.
- To measure the Employees absenteeism level.
- To study employees working conditions.
- To identify factors that motivates the employees, which minimize absenteeism.

Needs of the Study:

Absenteeism is a habitual pattern of absence from a duty or obligation. Traditionally, absenteeism has been viewed as an indicator of poor individual performance, as well as a breach of an implicit contract between employee and employer; it was seen as a management problem, and framed in economic or quasi economic terms. More recent scholarship seeks to understand absenteeism as an indicator of psychological, medical or social adjustment to work. As a result, many employees feel obliged to come to work while ill, and transmit communicable diseases to their co-workers. This leads to even greater absenteeism and reduced productivity among other workers who try to work while ill. Work forces often excuse absenteeism caused by medical reason if the employee provides supporting documentation from their medical practitioner.

Scope of the Study:

One of the major problems affecting the precious resources of any organization is absenteeism. When absenteeism became a habit there is not only general lowering of morale, but also results in loss and deterioration of skill and efficiency. This decreases the productivity and profit of the company. To control the rate of absenteeism we should know what absenteeism is a greater need for the research and analysis of absenteeism in the organization. The development of an organization depends upon the regularity of employees. This study mainly to know the various level and reasons for absence of the employees in the organization. This project can be used to adopt corrective measure to decreases irregularities of employees, in the organization.

Hypothesis of the Study:

Hypothesis:

A hypothesis is an assumption that is made based on some evidence. This is the initial point of any investigation that translates the research questions into prediction. It includes components like variables, population and the relation between the variables. A research hypothesis that is used to test the relationship between two or more variables.

Null Hypothesis:

H0 - stands for "Null hypothesis" (there is no significant relationship between the variables).

Alternative Hypothesis:

Alternative hypothesis assumes that there is significant difference between sample statistics and population parameter is called alternative hypothesis. H1 - Alternative hypothesis (there is significant relationship between the variables) After analyzing the data, hypothesis testing is done the hypothesis will either be accepted or rejected as a result.

Hypothesis of the Project:

Hypothesis set for the study is,

- H0 - Employees are satisfied with their Work.
- H1 - Employees are not satisfied with their Work.

Characteristics of Hypothesis:

- The hypothesis should be clear and precise to consider it to be reliable.
- If the hypothesis is a relational hypothesis, then it should be stating the relationship between variables.
- The hypothesis must be specific and should have scope for conducting more tests.
- The way of explanation of the hypothesis must be very simple and it should be understood that the simplicity of the hypothesis is not related to its significance.

Importance of Hypothesis:

Hypothesis though an important part of research may not be required in all types of research. The research which are based on fact finding (historical or descriptive research) do not need hypothesis. Hill way also says that "When fact-finding alone is the aim of the study, a hypothesis is not required". Whenever possible, a hypothesis is recommended for all major studies to explain observed facts, conditions or behavior and to serve as a guide in their search process. Hypothesis facilitates the extension of knowledge in an area. They provide tentative explanations of facts and phenomena, and can be tested and validated. It sensitizes the investigator to certain aspects of the situations which are relevant from the stand point of the problem in hand.

- Hypothesis provide the researcher with rational statements, consisting of elements expressed in a logical order of relationships which seeks to describe or to explain conditions or events, that have yet not been confirmed by facts. The

hypothesis enables the researcher to relate logically known facts to intelligent guesses about unknown conditions. It is a guide to the thinking process and the process of discovery.

- Hypothesis provides direction to the research. It defines what is relevant and what is irrelevant. The hypothesis tells the researcher what he needs to do and find out in his study. Thus, it prevents the review of irrelevant literature and provides a basis for selecting the sample and the research procedure to be used in the study.
- Hypothesis implies the statistical techniques needed in the analysis of data, and the relationship between the variables to be tested. It also helps to delimit his study in scope so that it does not become broad or unwieldy.
- Hypothesis provides the basis for reporting the conclusion of the study. It serves as a framework for drawing conclusions. In other word, we can say that it provides the outline for setting conclusions in a meaningful way. So, Hypothesis has a very important place in research although it occupies a very small place in the body of a thesis.

Sources of Hypothesis:

A good hypothesis can only be derived from experience in research. Though hypothesis should precede the collection of data, but some degree of data collection, literature review or a pilot study will help in the development and gradual refinement of the hypothesis. A researcher should have quality of an alert mind to derive a hypothesis and quality of critical mind of rejecting faulty hypothesis. The following sources can help the researcher in coming up with a good hypothesis

- Review of literature.
- Discussion with the experts in the given field to understand the problem, its origin and objectives in seeking a solution.
- Intuition of the researcher also sometimes helps in forming a good hypothesis.

Research Design:

Research is the collecting, compilation, presentation, and interpretation of significant details or data as part of a systematic and in-depth study or search for any specific subject, or area of enquiry.

Research Methodology:

Research methodology is a science of studying how research is done scientifically it is a way to systematically solve the research problem by logically adopting various steps. Methodology helps to understand not only the products of scientific enquiry but the process itself. It aims to describe and analyse method, throw light in their limitations and resources clarify throw presuppositions and consequences, relating their potentialities to the twilight zone at the frontiers of knowledge. It helps to advancement to wealth of human knowledge, tools of the trade to carry out research provides tolls to look at things in life objectively.

Percentage Analysis:

This method is used to compare two or more series of data, to describe the relationship or the distribution of two or more series of data. Percentage analysis test is done to find out the percentage of the response of the respondent. In this tool various percentage are identified in the analysis and they are presented by the way of Bar Diagrams in order to have better understanding of the analysis. Simple percentage = $(\text{No. of respondents} / \text{Total No. of respondents}) \times 100$.

Chi-square Analysis:

A chi-square test is a statistical test used to compare observed results with expected results. The purpose of this test is to determine if a difference between observed data and expected data is due to chance, or if it is due to a relationship between the variables you are studying.

Correlation Analysis:

Correlation is simply defined as a relationship between the two variables, the purpose of using the correlation in research is to figure out which variables are connected.

Sampling Technique:

Sampling refers to the selection of some parts of an aggregate or totality on the basis of which a judgment or inference about aggregate or totality is made. There are different types of samples based on two factors viz; the representation basis and the 18-element selection technique. On the basis of representation basis and the element section technique. On the basis of representation, the sample are future classified as probability and non-probability samples.

Company Profile:

Naga Limited is one of the upcoming business houses in India starting the operations way back in 1962. Presently, their focused business activities are in foods, detergents and minerals. Their factories are located in Dindigul, Trichy, Vedasandur and Chennai. Their registered office located in Chennai an unlisted public company incorporated on 1 march, 1991. It is classified as a public limited company and is located in Chennai. When Kollur Sreenivasan started his trading business, wheat flour was either imported or brought a great distance from Mumbai, India. Sreenivasan was the local agent of, decided to build a flour mill himself. NAGA Limited is fully automated flour mill supplied and installed by Buhler - Switzerland, with 250,000 tons production per annum. In NAGA flour mills, the raw wheat is processed, cleaned, conditioned, cut and ground and milled into a finished product such as Maida, Atta, Sooji. NAGA flour mills have an effective layout machinery. The machine works around the clock 24 hrs a day. The machinery and equipment installed are of high quality delivered by Buhler-Switzerland. Plant is built in a 7-storey building. It is such a way that the expansion of capacity can be made easily. It is placed in an area of 3 acres, touching National highway. This makes transportation easier. Qualified and experienced miller appointed are always guiding the support staff to give their best. Wheat being the sole raw material is procured from the best wheat growing states of India. Depending upon the favorable government policies, import of wheat from prime foreign sources are also done periodically. Arrangement exists for transportations of wheat from sea ports, railways (for container wagon) and leading transporters for road carriers. The Naga Mills division has 5 wheat flour mills with a

totally daily milling capacity of 850 tonnes per day. The company's milling activities have been consolidated into a single strategically located campus in Dindigul, Tamil Nadu, India. Apart from Dindigul, Naga expands its capacity 200 tonnes per day in Aruppukottai.

Throughout Naga's history, its flagship company has been and remains Naga Limited Foods. In 1962, with the commencement of operations at the first flour mill in Chennai, India, Shri Kollur Sreenivasan made the transition from a trader to an industrialist. He was quick to capitalize on the misfortune of the local competition and flexible enough to take advantage of business opportunities. Within the first 25 years of business, he expanded his production to seven mills in three locations. Over the next 25 years, the company diversified in to detergents, minerals, retail, bakery divisions and much more. Wheat storage is done in silos. Silo complex stores 64,000 tonnes of wheat, the largest in India increasing efficiency in wheat handling.

Employees are considered the most important link in achieving overall business objectives. There are about two thousand employees (in varying skill categories) for the entire group who are, by and large dedicated, focused and committed. Periodic seminars and trainings on various aspects like health, safety, general welfare and on other related topics keep the employee's conscious of the various policies governing their benefits. Overall, the industrial relations scenario can be termed as warm and welcoming. With a foundation in the wheat flour trade and flour milling, Naga Limited has spent the last 50 years growing into a diversified company with divisions that serve the Naga foods, Naga research and development, Naga detergents, Naga minerals, Naga power, Oyalopizza. Naga's sales are structured through five channels: retail, bulk, institutional, export and government. Retail covers the small packages ranging from 200 grams to 10 kilograms, which are sold for household consumption through the retail outlets. Bulk covers the packages from 10 Kgs, 25 Kgs, 50 Kgs, 90 Kgs, which are sold for Hotel, Bakery, etc. Consumption through its Strong 650 Plus Stockist Network.

Data Analysis and Interpretation:

Working Experience of the Respondents:

Number of Working Years	Number of Respondents	Percentage
Zero to one year	49	45%
One year to two years	47	43%
Two years to three years	9	8%
Above 3 years	4	4%
Total	109	100

Reasons for Absenteeism:

Reasons for Absenteeism	Number of Respondents	Percentage
Health issues	40	37%
Family responsibilities	42	38%
Personal reasons	27	25%
Others	0	0
Total	109	100

Measures to Reduce Absenteeism:

Measures to Reduce Absenteeism Level	Number of Respondents	Percentage
Creating a clear Attendance policy	90	83%
Provide leaves and paid time off	10	9%
Foster a positive work environment	6	5%
Check-In regularly	3	3%
Total	109	100

Working Shifts of the Respondents:

Working Shifts	Number of Respondents	Percentage
Shift One (6.00 am - 2.00 pm)	9	8%
Shift Two (2.00 pm - 10.00 pm)	9	8%
Shift Three (10.00 pm - 6.00 am)	11	10%
General Shift (9.30 am - 6.00 pm)	80	74%
Total	109	100

Satisfaction Regarding Working Hours:

Satisfaction With Working Hour in Organization	Number of Respondents	Percentage
Highly Satisfied	37	34%
Satisfied	53	49%
Neutral	18	17%
Dissatisfied	0	0%
Highly Dissatisfied	1	1%
Total	109	100

Views Regarding Working Environment of Industry:

Views Regarding Working Environment of Industry	Number of Respondents	Percentage
Excellent	35	32%
Good	52	48%

Neutral	20	18%
Not good	2	2%
Total	109	100

Suggestions:

- Break time may be increased for the employees.
- Better to give accommodation to the workers who are from other state and places.
- The Management can extend the Dining hall, because employees and labours are not satisfied with dining hall facility.
- The company can give transport facility to their workers.
- Need to maintain required stationery Materials

Conclusion:

Absenteeism is the universal problem and every organization should strive to tackle the problem for future development. Due to causes of Employee absenteeism the work remains postponed, it may lead to loss in industry production process. Hence, Employee absenteeism is the common criteria in every circle of industry, organization, company, etc. anyway without the cooperation of employees and labours the industry cannot develop its profits. A deep sense of loyalty can be achieved from the workers. Hence Naga limited Innovative food divisions are successfully running their FOOD Industry.

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