



CROWN
Workforce Management



QUICK GUIDE

Managing absenteeism through time and attendance systems

Introduction


Employee absence is a fact of life for all organisations - but what can sometimes feel like a small issue has the potential to snowball into much bigger problems without proper management. A lack of visibility over the true scale of absenteeism in your team can quickly become dangerous, cutting into operational efficiency and the bottom line while putting more strain on the rest of the workforce.

All organisations should have a clearly-defined absence policy, the ultimate goal of which is to keep unplanned absence to an absolute minimum. This should range from return-to-work protocols, to defined disciplinary procedures, to proactive measures to keep absence rates down (e.g. the offer of flexible working arrangements). But without the right framework, absence policies are likely to be neglected, minimising their impact.

This is why having the right software solution in place is crucial. The best time and attendance systems give organisations the visibility and control they need while making sure absence policies are upheld.



The cost of absenteeism



Pre-pandemic, it was estimated that absenteeism and presenteeism (working while sick) cost the UK economy over £77billion a year. Given the Covid-19 pandemic, and the strict laws around quarantine and isolation that have resulted, this figure is likely to be higher for the foreseeable future. And while most instances of workplace absence are legitimate, there are still huge opportunities for organisations to drastically reduce their losses.

Ultimately, there are a few major areas for businesses to target in order to reduce absences and mitigate the impact of absences that can't be avoided:

- Identifying suspicious patterns of absence that may indicate staff gaming the system
- Following up on every instance of absence to gain as much information as possible
- Accurately recording absences to reduce payroll error
- Rearranging shift patterns and work schedules quickly to accommodate for absent staff
- Creating a working environment where illegitimate absences are less likely to occur

In all of these areas a robust time and attendance solution, that feeds into a wider workforce management system, can provide organisations with a crucial edge.

How can a strong time and attendance system help?

Good absence management is all about having the right processes in place and the visibility required to truly keep track of absenteeism in your organisation. Time and attendance systems can make a massive difference in both regards. It's also important to recognise that to realise the true potential of time and attendance solutions for tackling absenteeism, utilising other aspects of a strong workforce management system is also key.

Here are some of the ways a high quality time and attendance system can be used to get a true handle on absence management.

Automate clocking for a more accurate payroll

With a large proportion of organisations still relying on pen and paper timesheets to track time and attendance, errors and miscalculations are a common theme. What's more, this way of working can lead to duplicated data, and a whole load of confusion when it comes to calculating real hours worked.

A strong time and attendance solution captures data once and at source, feeding directly into the wider workforce management system. This gives organisations the most accurate view of time worked and allows them to flag up absences instantly. It ensures a more accurate payroll - where absent staff can be deducted pay if required by company rules. This also has the benefit of ensuring overtime pay is truly accurate, cutting down on wastage and creating a fair environment for all workers.



Spot patterns and predict trends

With all time and attendance information stored to a central database, organisations have the opportunity to analyse absences in a new level of detail. By systematically comparing the hours worked by all staff to expected work patterns, any concerning absence trends can quickly be identified. Whereas before, a string of unexpected absences from a single employee may have gone unnoticed, time and attendance systems automatically notify managers of unusual trends for further investigation.

In an integrated workforce management system, time and attendance data automatically populates [analytics dashboards](#) - giving managers a top-line overview of absence on a departmental, divisional and individual level.

Smart scheduling

Time and attendance systems bring an end to endless spreadsheets and siloed data, meaning information can flow freely into [rostering and scheduling](#). The wealth of data stored is highly valuable for predicting future patterns of absence. For instance, staff are statistically more likely to be off sick during winter months, and more likely to take their holidays in the summer months. Managers are therefore able to more confidently schedule into the future, armed with reliable data on expected attendance levels.

Time and attendance data also helps readjust schedules seamlessly at short notice in the event of unexpected absences.

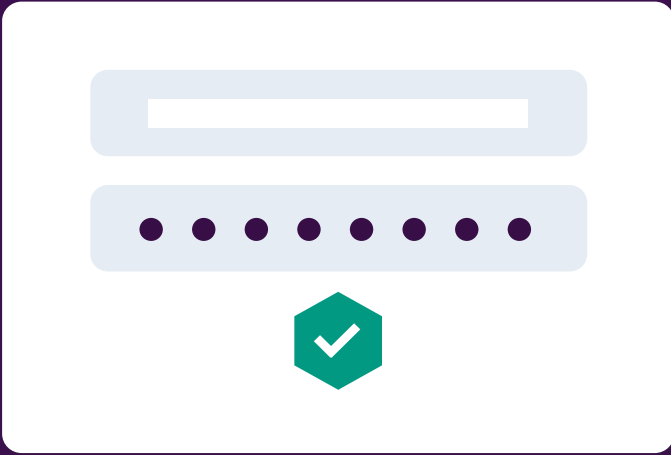
Incorporate defined rules

A full workforce management system allows the setting of unlimited numbers of rules to help uphold absence policies, helping to investigate absences and discourage future absenteeism. Time and attendance data acts as the 'fuel' that helps organisations keep across absences and correctly enforce processes.

Logic can be established to automatically:

- Notify managers of suspicious patterns of absence
- Trigger the return-to-work process when a staff member returns from a period of absence
- Open disciplinary procedures based on attendance patterns (i.e. persistent lateness)





Drive down absences with Time and Attendance from Crown

Crown Workforce Management's Time and Attendance capabilities form the backbone of our workforce management system. Crown allows organisations to capture unprecedented levels of information about the real hours staff work through a range of input devices. This data can be used for detailed analysis of staff attendance and efficiency, to inform the most intelligent future schedules, to ensure more efficient and accurate payroll processing and much more.

To learn how Crown could help your organisation cut absenteeism and unnecessary costs, get in touch with one of our specialists today.

[Speak to a specialist](#)