

HELSINGIN YLIOPISTO - HELSINGFORS UNIVERSITET - UNIVERSITY OF HELSINKI

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<p>Tiivistelmä - Referat - Abstract</p> <p>LEADERSHIP, SICKNESS ABSENCE AND PROFITABILITY IN THE RETAIL SECTOR</p> <p>The purpose of the study was to establish to what extent the quality of leadership predicts sickness absence and productivity in the retail sector, while taking into account background factors relating to store operations. This was a cross-sectional study, targeted at self-service hypermarkets (N=51) and service-based department stores (N=33) belonging to the same concern. The study variables were based on data, including statistics pertaining the store and the concern, and were annual, store-specific, and independent of each other. Sickness absence was measured with work unit-specific sickness absence percentages (sickness absence hours / all working hours). Profitability indicators were based on work unit-specific overall productivity figures (gross sales, working hours, floor area). The work unit-specific sum variable for leadership in the job satisfaction survey was the leadership indicator used in the job satisfaction survey.</p> <p>Correlations and hierarchical regression analyse were employed as analysis methods. The results show that leadership and sickness absence have a significant statistical relation when background factors are taken into account. This relation was found in both types of store. No relation was observed between leadership and profitability; instead, participation in development (that is, job satisfaction surveys as well as performance and development reviews) was found to be positively related to profitability. No relation was noted between profitability and sickness absence. The results strengthen previous ideas of the relations between sickness absences and leadership. A relation exists between good leadership and lower sickness absence, and further the opportunity provided by good HR practices to staff to participate in development appears to be related to productivity, for which there is also previous evidence.</p>		
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