

# **SUMMER INTERNSHIP PROJECT**

**“A Study on Employees Absenteeism at UCN Cable Network”**

**Submitted to:**

**DMSR**

**G.S. College of Commerce and Economics, Nagpur.**

**Affiliated to-**

**Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur**

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**NAAC Accredited “A” Grade Institution**



**Academic Year 2021-22**



## CERTIFICATE

This is to certify that the investigation describes in this report titled "Understanding the Business Operations carried out at the **UCN cable network**" has been carried out by **Ms. Renu K.Patel** during the summer internship Project. This study was done in the organization of "UCN Cable network.", in partial fulfillment of the requirement for the degree of Master of Business Administration of G.S. College of Commerce & Economics (An Autonomous Institute) affiliated to R.T.MN.U., Nagpur. This work is the own work of the candidate, complete in all respect and is to sufficiently high standard to warrant it's submission to the said degree. The assistance and resources used for the work are duly acknowledged.

Dr. Pragati Pandey  
(Faculty Guide)

Dr. Sonali Gadekar  
(MBA Co-coordinator)

## **CERTIFICATE**

**(Attach a PHOTOCOPY of a certificate issued by the company)**

*Keeps entertainment alive...*



Date: 11/01/2022

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that Ms. Renu Patel a student of MBA Sem-II, Department of Management Sciences & Research, G. S. College of Commerce & Economics, Nagpur has successfully completed her Summer Internship Program from 10<sup>th</sup> November 2021 to 10<sup>th</sup> January 2022 under our guidance. During the period of her internship she was found punctual, hardworking and inquisitive.

We wish her every success in life.

For UCN Cable Network Pvt. LTD.

  
Authorised Signatory

**UCN Cable Network Pvt. Ltd.**

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## ACKNOWLEDGEMENT

It is a matter of pride and privilege for me to have done a summer internship project in UCN Cable Network. and I am sincerely thankful to them for providing this opportunity to me.

I am thankful to **Mr. Harshvardhan Karkare**

For guiding me throughout this project and continuously encouraging me. It would not have been possible to complete this project without her support.

I am also thankful to all the faculty members of Department of Management Sciences and Research, G.S College of Commerce and Economics, Nagpur and particularly my mentor “**Dr. Pragati Pandey**” for helping me during this project.

I am thankful to the Principal of G.S of Commerce and Economics Nagpur. “Dr. N.Y Khandait” and to the Dean of the DMSR “**Mr. Anand Kale**”.

Finally, I am grateful to my family and friends for their unending support.

Renu k. Patel

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## **INTRODUCTION**

## **INTRODUCTION**

The purpose of this research is to understand the Absenteeism is an employee's intentional or habitual absence from work. While employers expect workers to miss a certain number of workdays each year, excessive absences can equate to decreased productivity and can have a major effect on company finances, morale, and other factors with reference to UCN cable networks.

Absenteeism is said to be there when an employee fails to come to work when he is scheduled to work Absenteeism means absence of workers from the regular work without prior permission, notice or sanction. It is unauthorized leave and is different from regular holiday in brief, absenteeism means absence which is willful but avoidable.

### **Definition**

Labor Bureau Shimla, defined the term, absenteeism' as “the failure of worker to report for work when he is scheduled to work “

Despite the significance of their presence employees sometime fail to report at the workplace during the scheduled time, which is known as absenteeism

### **Types of Absenteeism**

Absenteeism is classified in to four types:

- Authorized Absenteeism:



If an employee absent himself from work by taking permission form his superior and applying for leave.

- Unauthorized Absenteeism:

If an employee absent himself from work without informing or taking permission and without applying for leave.

- Will full Absenteeism:

If an employee absents himself from duty willfully

- Absenteeism caused by circumstances beyond One's Control:

If an employee absent himself from duty owing to the circumstances beyond his control like accidents or sickness.

## **COMPANY PROFILE**

## **COMPANY PROFILE**



### **UCN Cable Network Pvt Ltd in Ramdas Peth, Nagpur**

UCN Cable Network Pvt Ltd in Nagpur is one of the leading businesses in the Cable TV Operators. Also known for Cable TV Operators, Broadband Internet Service Providers, Set Top Box Dealers and much more. Find Address, Contact Number, Reviews & Ratings, Photos, Maps of UCN Cable Network Pvt Ltd, Nagpur.

### **Location and Overview:**

Established in the year 2000, UCN Cable Network Pvt Ltd in Ramdas Peth, Nagpur is a top player in the category Cable TV Operators in the Nagpur. This well-known establishment acts as a one-stop destination servicing customers both local and from other parts of Nagpur. Over the course of its journey, this business has established a firm foothold in its industry. The belief that customer satisfaction is as important as their products and services, have helped this establishment garner a vast base of customers, which continues to grow by the day. This business employs individuals that are dedicated towards their respective roles and put in a lot of effort to achieve the common vision and larger goals of the company. Soon, this business aims to expand its line of products and services and cater to a larger client base. In Nagpur, this establishment occupies a prominent location in Ramdas Peth. It is an effortless task in commuting to this establishment as there are various modes of transport readily available. It is at Wardha Road,

Near Big Bazar, which makes it easy for first-time visitors in locating this establishment. It is known to provide top service in the following categories: Cable TV Operators, Broadband Internet Service Providers, Set Top Box Dealers.

**Products and Services offered:**

UCN Cable Network Pvt Ltd in Ramdas Peth has a wide range of products and / or services to cater to the varied requirements of their customers. The staff at this establishment are courteous and prompt at providing any assistance. They readily answer any queries or questions that you may have. Pay for the product or service with ease by using any of the available modes of payment, such as Cash, Master Card, Visa Card, Debit Cards, Cheques, Credit Card. This establishment is functional from 09:30 - 18:30.

Please scroll to the top for the address and contact details of UCN Cable Network Pvt Ltd at Ramdas Peth, Nagpur.

UCN cable network leading Cable TV & Broadband Service Provider since 1991. We are into the 24 hrs. Entertainment & News and one of the fastest growing Cable TV & Broadband networks in Central India covering entire Vidarbha and Major Cities of Maharashtra and Madhya Pradesh. We provide 350+ Digital and High-Definition Channels and High-Speed Internet services in the region.

## **Company Vision**

Pursue to be the best MSO & Cable Broadband service provider in India by maintaining highest standard of quality in our transmission and prompt customer service, increasing customer satisfaction, reducing customer complaints and by increasing local programmed to give maximum exposure to local talent, enhance skill and knowledge of employees for improved efficiency

## **Company Mission**

Quality excellence is the foundation for the management of our business and keystone of our goal for customer satisfaction. It is our policy to consistently provide services that meet the quality expectations of our customers. Actively pursue ever-improving quality through programs that enable each employee to do his or her job right the first time. Meet the statutory and regulatory requirements.

## LITERATURE REVIEW

## **LITERATURE REVIEW**

1. Dr. Pawan Kumar Associate Prof. in USB Chandigarh University Gharuan Mohali, Panjab, India in his research work conducted in 2018-2019 year explains the causes and remedies of absenteeism and remedies in corporate sector. ITC a leading private company in Indian corporate sector has been selected for the case study. A well structures questionnaire has been constructed to elaborate the responses of employees in the ITC Company
  
2. Asst.Prof. Pinkel Doshi (2021) in his research work explained Absenteeism in Indian industries has become usual phenomenon. It is a vital issue that requires immediate attention by both employers and employees. Absenteeism is a habitual pattern of absence from a duty or obligation. It's a mistake to think that absenteeism is always a product of laziness or employees who try to get out of work whenever they can. This paper attempts to spotlight various causes of absenteeism ranging from personal issues to poor work environment, occupational diseases, poor production planning (flow of work), bad working conditions and inadequate welfare conditions, lack of trained laborers, insecurity in employment, collective bargaining process, rigid control system, lack of supervisory support, lack of interest, lack of cohesive and cordial culture and so on. This research also highlights the ways to reduce the absenteeism of the employees in the Indian Industry.

**KEYWORDS:** Employee, Absenteeism, Causes, Indian Industry

3. Dr. C Rajglopalam Assistant Professor, VELS University, Chennai, Tamil Nadu, (2017)

said that Absenteeism means either habitual evasion of work, or willful absence as in a strike action. It affects the labor turnover directly, it has to be taken as serious problem and necessary care to be taken to control, labor turnover is the major criteria, which decide on the growth of the industry, and which in turn has an impact in the growth of the economy. It is a major problem faced by almost all employers of today. When employees are absent from work and thus the work suffers. This study is to find out the employee absenteeism in various home appliances limited. A questionnaire was framed with a sample of 65 questions for the better understanding of employee's attitude towards work. The study is derived by using statistical tools ANOVA test, independent sample T test, Krushkal Wallis One Way Analysis, One sample T test. This study enhanced the researcher to understand the ways to find the employees attitude towards work.



## **OBJECTIVES**

## **OBJECTIVES**

- To assess the level absenteeism among workers.
- To conduct a detailed study on Absenteeism of UCN Cable Network
- To find out the rate of Absenteeism in UCN Cable Network
- To study the numerous factors that to lead Absenteeism.
- To study the variables that reduces the rate of Absenteeism
- To identify the major causes of absenteeism at to UCN Cable Network

## **HYPOTHESIS**

## **HYPOTHESIS**

A hypothesis can be defined as a logically conjectured relationship between two or more variables expressed in the form of a testable statement. Relationships are conjectured based on the network of association established in the theoretical framework formulated for the research study. By testing the hypothesis, it is expected that the solution can be found to correct the problem encountered.

### **Hypothesis H1**

1. The higher the rate of pay, and welfare benefits and the greater the length of service of the employee, fewer the absences.

### **Hypothesis H0**

2. The higher the rate of pay, and welfare benefits and the greater the length of service of the employee, doesn't affect absences

**SCOPE & IMPORTANCE OF THE STUDY**

**SCOPE & IMPORTANCE OF THE STUDY**

- The study attempts to analyze the effectiveness and employee's individual opinion about reason for the absenteeism of UCN Cable Network.
- The study aims to work on the feedback given by the employees and produce valuable suggestions for the improvement of the Absenteeism.
- This project is helpful to learn the concept of employee's absenteeism and to know the reason for the absenteeism in UCN Cable Network.
- The present study is confined only to the absenteeism at UCN Cable Network. This study is exclusively conducted to evaluate the existing practice, procedure and system at UCN Cable Network. It certainly helps in reducing the percentage of absenteeism at this company.
- This study has provided certain actions for the management against the findings. The study is considered to bring awareness among employees against the frequent absenteeism. It motivates the morale of the employees and helps in improving their performance

## **NEED OF STUDY**

### **NEED OF STUDY**

1. This study will help organization to reduce absenteeism, as various problem has been identified regarding their absenteeism.
2. This study help organization to improve the internal environment for the employee as various measures have been suggested to reduce their absentees.



## **CONTRIBUTION DURING SIP**

## **CONTRIBUTION DURING SIP**

My work experience at UCN Cable Network includes innovation in many areas, including strategies for more effective teamwork. At my company, I devised strategies for improving teamwork and communication among members of team projects. I brought not only my ideas but my general passion for innovation too.

- Maintaining Records
- Scheduling interviews
- Participate in candidate sourcing efforts
- Assist teams in screening resumes
- Conduct initial phone screens
- Schedule calls and interviews
- Manage calendars for all hiring teams and candidates
- Communicate with candidates promptly and assist them when they come in for interviews
- Send out emails for confirming receipt of applications and rejection emails and handle paperwork like offer letters.
- Participate in recruiting events
- Promote positive candidate experience throughout the hiring process

## **LIMITATIONS**

## **LIMITATIONS**

- Study area is specific in Nagpur.
- The study was limited only to UCN Cable Network.
- As sampling is taken as an element of the study there might always be sampling errors.
- The sampling under consideration may not reflect the entire population.
- Since absenteeism is a vast topic to be discussed, the study may not reflect each and every aspect.
- There was lack of time on the part of respondents
- The survey was carried through questionnaire and the question was based on perception.

## **RESEARCH & METHODOLOGY**

## **RESEARCH AND METHODOLOGY**

Research refers to a search for knowledge. It is a systematic method of collecting and recording the facts in the form of numerical data relevant to the formulated problem and arriving at certain conclusions over the problem based on collected data.

Thus, formulation of the problem is the first and foremost step in the research process followed by the collection, recording, tabulation, and analysis and drawing the conclusions. The problem formulation starts with defining the problem or number of problems in the functional area. To detect the functional area and locate the exact problem is most important part of any research as the whole research is based on the problem.

According to Clifford Woody Research comprises defining and redefining problems, formulating hypothesis or suggested solutions: collecting data, organizing, or evaluating data: making deductions and reaching conclusions: and last carefully testing the conclusions to determine whether they fit the formulating hypothesis.

Research can be defined as " the manipulation of things, concepts, or symbols for the purpose of generalizing to extend, correct or verify knowledge, whether that knowledge aids in construction of theory or in the practice of an art "

### **Data Collection Method**

The task of data collection begins after the research problem has been defined and research design chalked out. While deciding the method of data collection to be used for the study, the researcher should keep in mind two types of data viz. Primary and secondary data.

#### **(1) Primary Data: -**

The primary data are those, which are collected afresh and for the first time and thus happen to be original in character. The primary data collected well-designed and structured questionnaires based on the absenteeism in UCN cable network.

There are many methods of collecting primary data and the main methods include

- **Questionnaires**
- **Interview**
- **Drafting**

#### **(2) Secondary Data:**

The secondary data are those, which have already been collected by someone else and passed through statistical process. The secondary data required of the research was collected through various newspapers, and Internet etc. The source of secondary data includes:

- **Books**
- **Websites**
- **Journals**
- **Magazines**

### **RESEARCH DESIGN:**

It is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. In this study descriptive and diagnostic research design has been adopted to determine with specific predictions to with the narration of facts and characteristics relating to an individual group or situation.

### **SAMPLING DESIGN:**

Sampling technique was adopted for the study as there were various constraints regarding time and resources. The sample size was considered of 50 species. The sample was considered from various departments and categories of workmen in the factory. The sample type was individual, and the questionnaire was filled by the workers of their own and some with the help of their supervisors.

**Type of Research:** Descriptive

**Sample Size:** 50 of workers from various departments and categories.

### **Sampling Procedure:**

The procedure adopted in the present study is probability sampling, which is also known as chance sampling. Under this sampling design, every item of the frame has an equal chance of inclusion in the sample.

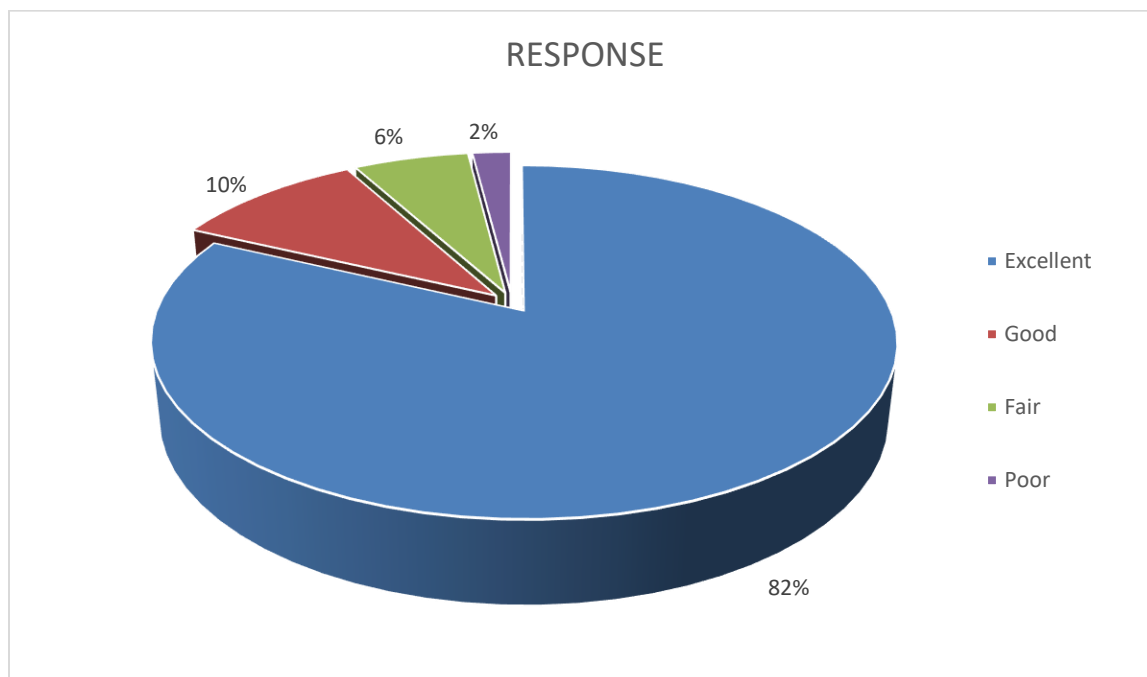


## **DATA ANALYSIS & INTERPRETATION**

## DATA ANALYSIS & INTERPRETATION

### **Q1. What do you think about organization?**

<b>Response</b>	<b>Respondent</b>	<b>Percentage</b>
Excellent	41	82
Good	5	10
Fair	3	6
Poor	1	2
<b>Total</b>	<b>50</b>	<b>100</b>

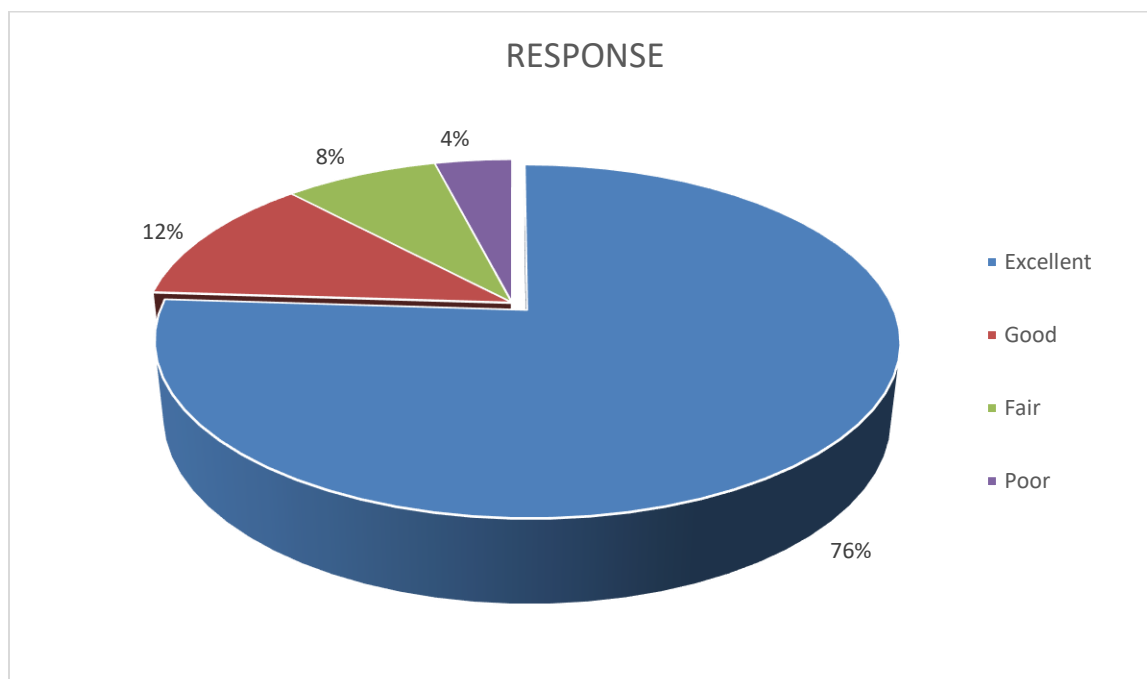


#### **Interpretation-**

The above pie chart shows that 82% employees are thinking excellent about organization .10% employees are those who think good about organization. Fair and poor part minor in this figure.

## Q2. What do you think about working conditions?

Response	Respondent	Percentage
Excellent	38	76
Good	6	12
Fair	4	8
Poor	2	4
<b>Total</b>	<b>50</b>	<b>100</b>

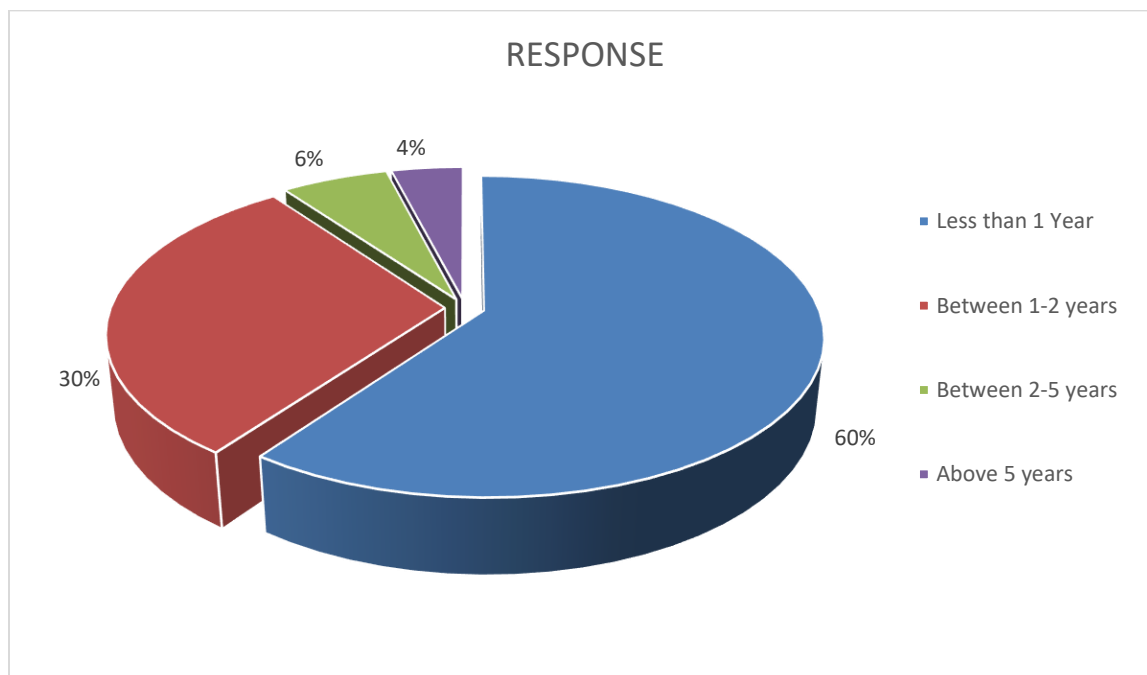


### Interpretation-

The above pie chart shows that 76% Employees are thinking excellent about the working conditions. 12% Employees are those who think good about working conditions. A minor part shows the percentage of fair and poor. It shows that works are satisfied with the working conditions of UCN Cable Network.

### Q3. For how many years you are working in company?

Response	Respondent	Percentage
Less than 1 year	38	60
Between 1-2 year	6	30
Between 2-5 years	4	6
Above 5 years	2	4
Total	50	100

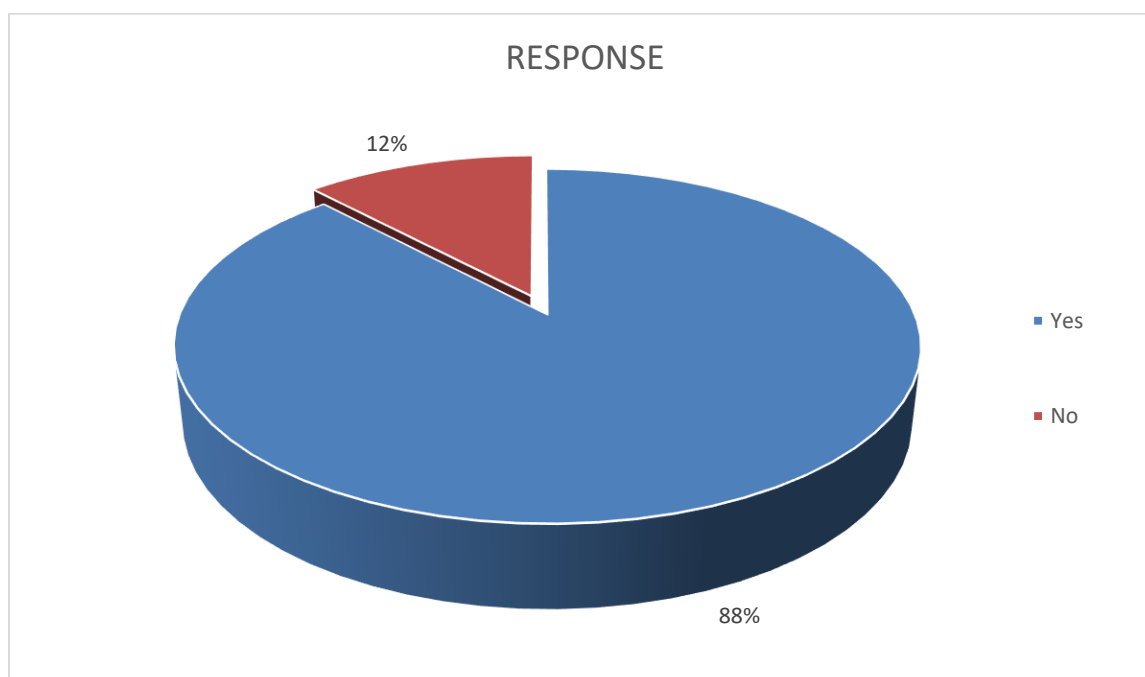


#### Interpretation:

The above pie chart shows that 60% of employees at UCN Cable Networks are working less than one year only 30% employees are working more than one and less than two years. Between two and five years only 6% employee are working. The employee highest percentage lies in less than one year because mostly employees are shifted from one organization to another.

#### Q4. What do you aware about absenteeism?

Response	Respondent	Percentage
Yes	44	88
No	6	12
<b>Total</b>	<b>50</b>	<b>100</b>

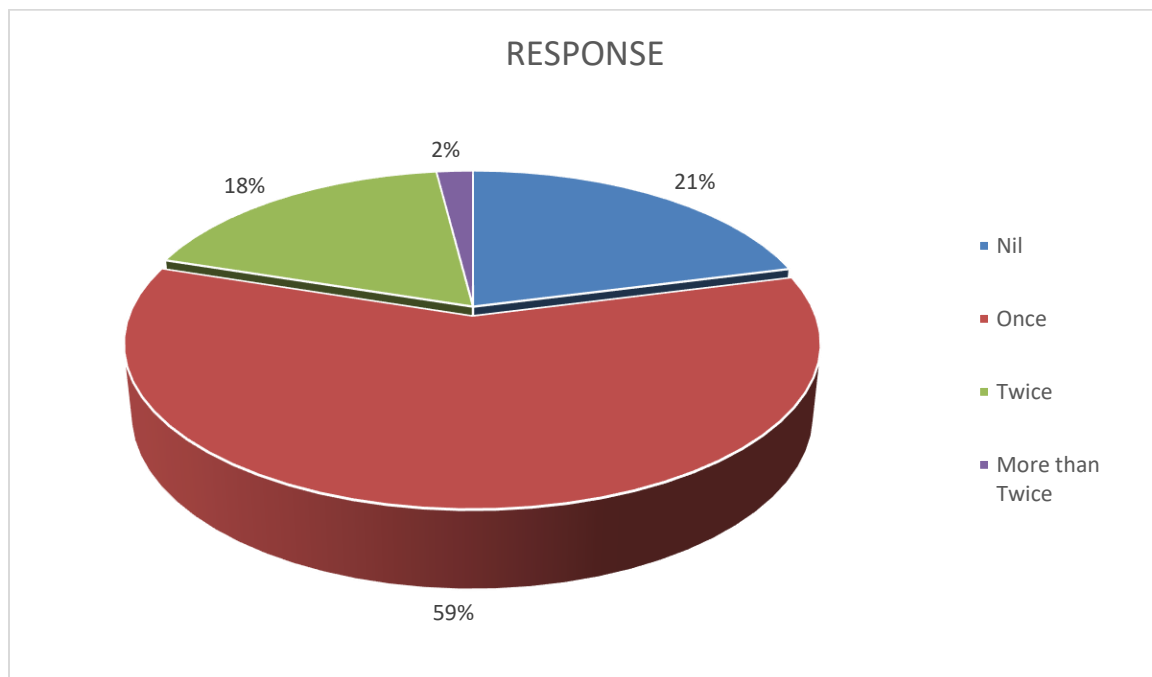


#### Interpretation-

The above pie chart shows that 88% Employees at UCN cable network are aware the absenteeism. Only 12% Employees who have little knowledge about absenteeism

### Q5. How often you remain absent in a month?

Response	Respondent	Percentage
Nil	10	21
Once	29	59
Twice	9	18
More than twice	21	2
<b>Total</b>	<b>50</b>	<b>100</b>

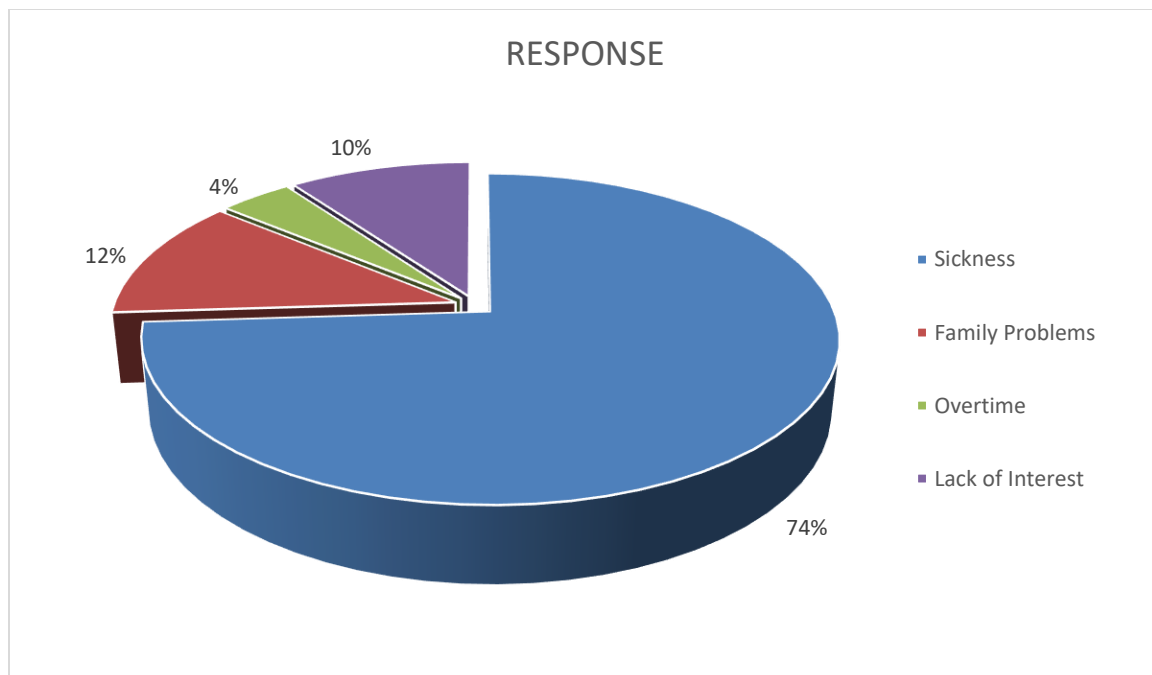


#### Interpretation-

The above pie chart shows that 58% Employees are those absent once in a month. And 18% Employees absent twice. There is also Employees are those are not absent during their job. 2% Employees are also exists who is absent more than twice in 1 month.

### Q6. What are the reasons of absenteeism?

Response	Respondent	Percentage
Sickness	37	74
Family Problems	6	12
Overtime	2	4
Lack of Interest	5	10
<b>Total</b>	<b>50</b>	<b>100</b>

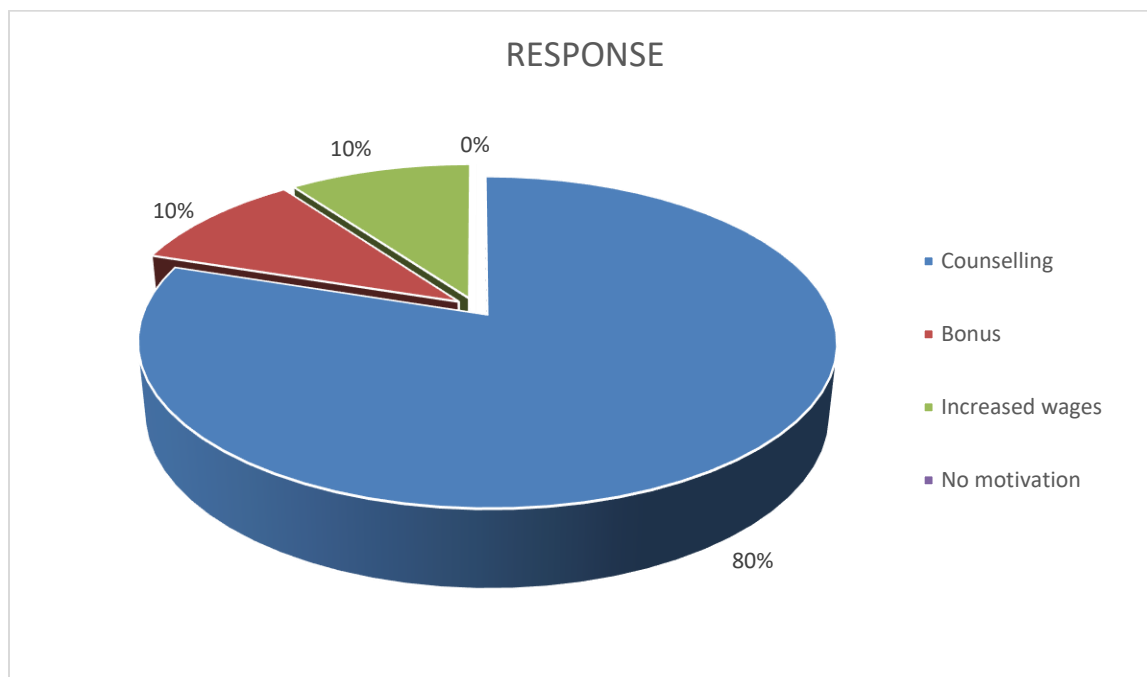


#### Interpretation-

The above pie chart shows that 74% Employees are absent due to reason of sickness. 12% Employees think that family problems can be the reason. Some Employees answered that overtime and lack of interest is also reason of absenteeism.

### Q7. In which way employer motivates you to reduce absenteeism?

Response	Respondent	Percentage
Counselling	40	80
Bonus	5	10
Increased wages	5	10
No motivation	0	0
<b>Total</b>	<b>50</b>	<b>100</b>



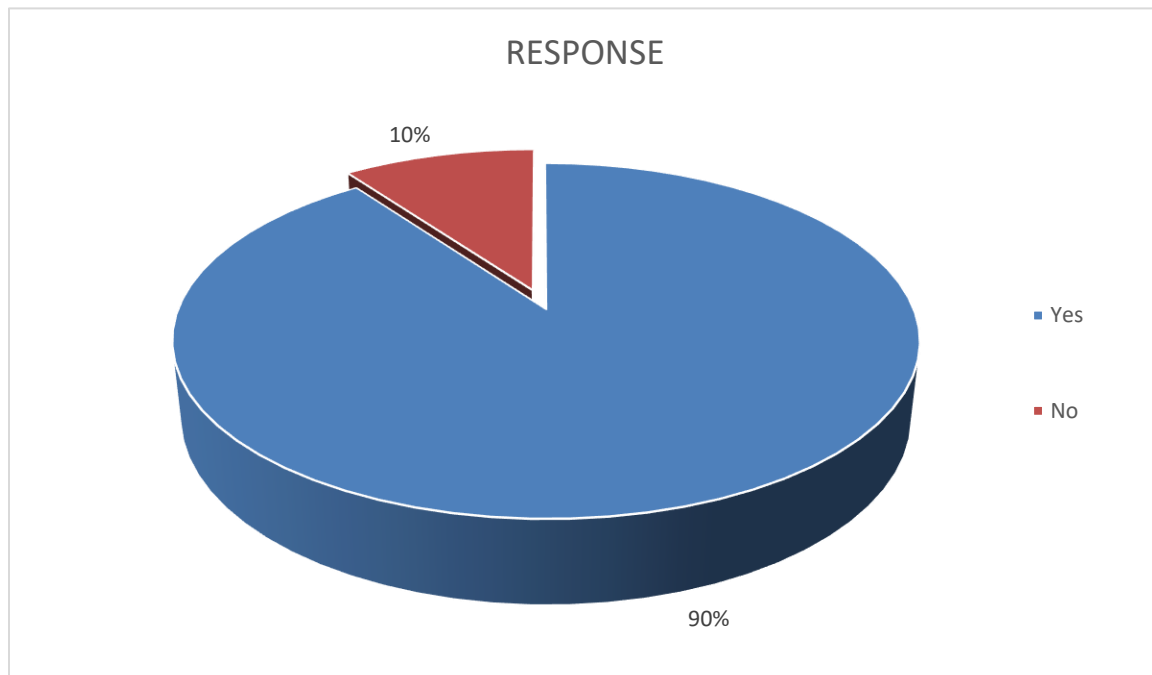
#### Interpretation-

The above pie chart that 80% Employees feel through counselling employer motivates them. 10% Employees feel that employer motivate them by bonus and increased wages. These helps the management to reduce absenteeism in UCN cable network.



### Q8. Are you satisfied with your job?

Response	Respondent	Percentage
Yes	45	90
No	5	10
<b>Total</b>	<b>50</b>	<b>100</b>

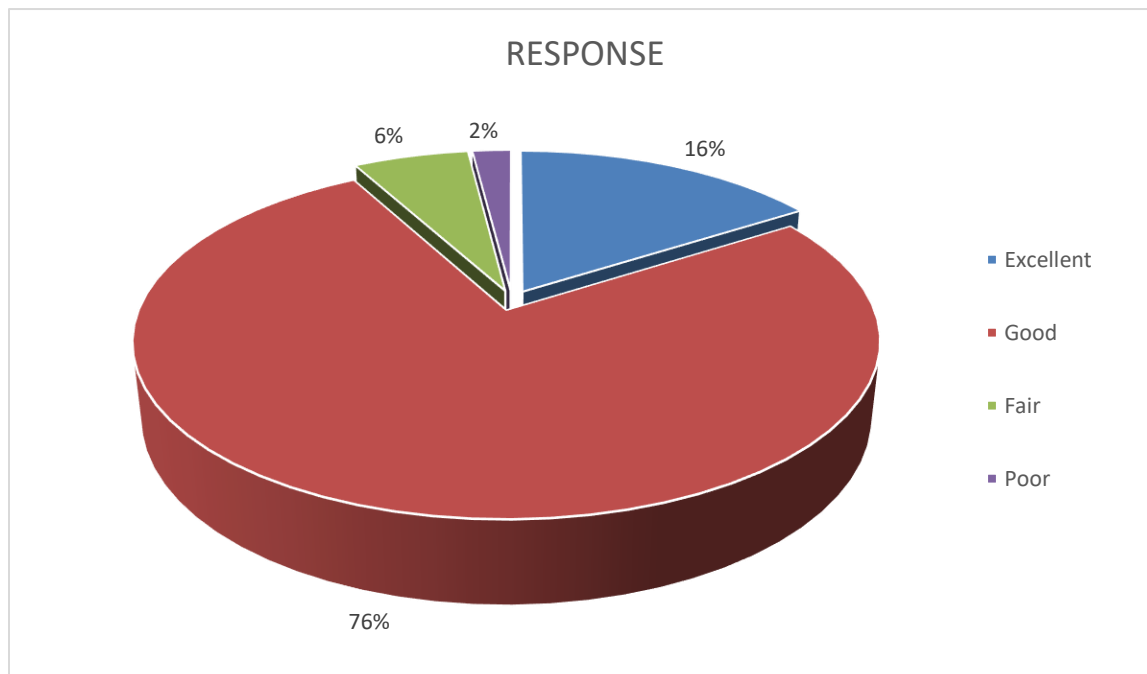


#### Interpretation-

The above pie charts that 90% of the employees are fully satisfied with their work whereas 10% employees are those who are not satisfied their job.

### Q9. Behavior of worker with each other?

Response	Respondent	Percentage
Excellent	8	16
Good	38	76
Fair	3	6
Poor	1	2
<b>Total</b>	<b>50</b>	<b>100</b>

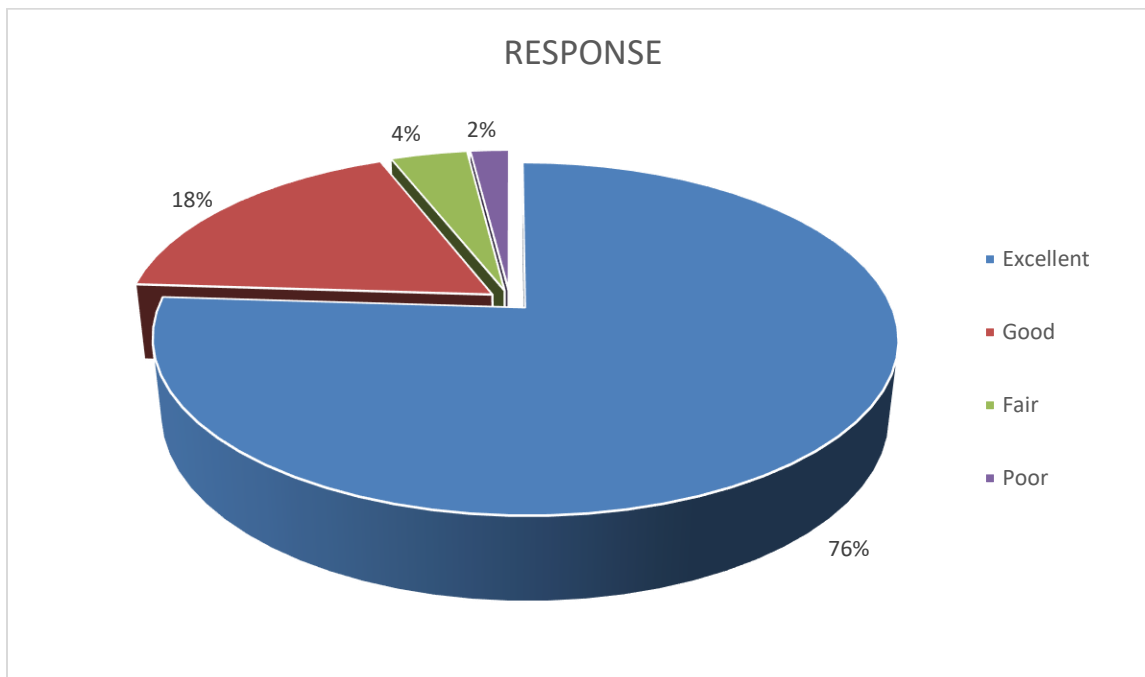


#### Interpretation-

The above pie-chart 16% employees are excellent relations with other employees .76% employees answer that they have good relationship with each other. But there are some employees who says that they have fair and good relations with each other

### Q10. Your superior's behavior toward your problems?

Response	Respondent	Percentage
Excellent	38	76
Good	9	18
Fair	2	4
Poor	1	2
<b>Total</b>	<b>50</b>	<b>100</b>



#### Interpretation: -

The above pie-charts that 70% employees consider that facilities provide them are good whereas 20% consider them as excellent. But there is also minor Percentage who is not Satisfied with the facilities which are given to them.

# Hypothesis testing

## Hypothesis H1

2. The higher the rate of pay, and welfare benefits and the greater the length of service of the employee, fewer the absences.

## Hypothesis H0

2. The higher the rate of pay, and welfare benefits and the greater the length of service of the employee, doesn't affect absences

From the above research study conducted by me during my summer internship programmer it is found that the hypothesis no H1 “The higher the rate of pay, and welfare benefits and the greater the length of service of the employee, fewer the absences” is found to be true and hence accepted whereas **hypothesis H0** has been rejected.

## **FINDINGS OF THE STUDY**

## **FINDINGS OF THE STUDY**

- 82 % Employee are thinking excellent about organization. 10 % Employee are those who think good about organization. Fair and poor part minor in this figure.
- 60 % of Employee at UCN cable network are working less than one year. Only 30 % Employee are working more than one and less than two years Between two and five years only 6 % Employee are working. The Employee highest percentage lies in less than one year because mostly Employee are shift from one organization to another.
- 70 % Employees are thinking excellent about the working condition. 12 % Employees are those who think good about working conditions. A minor part shows the percentage of fair and poor. It shows that works are satisfied with the working condition of UCN cable network
- .88 % Employees at UCN cable network are aware about the absenteeism. Only 12 % Employees who have little knowledge about absenteeism.
- 58 % Employees are those absent once in a month. And 18 % Employees absent twice. There is also 20 % Employee are those who are not absent during their job. 2 % Employees are also exists who absent more than twice in 1 month.

- 74 % Employees are absent due to reason of sickness. 12 % Employee think that family problem can also be the reason. Some Employees answered that overtime and lack of interest is also reason of absenteeism
- 80 % Employee feel through counseling employer motivates them 10 % Employees feel that employer motivate them by bonus and increased wages. These helps the management to reduce absenteeism in UCN cable network
- 90 % of the Employees are fully satisfied with their work whereas 10 % Employees are those who are not satisfied with their job.
- 82 % have excellent reactions with the superiors. 14 % Employees are those who answered that they have good relations. In this figure there is also have 4 % Employees who have fair relations with their superiors.
- 16 % Employees have excellent relations with other Employees. 76 % employees answered that they have good relations with each other. But there is also some Employees who say that they have fair and poor relations with each other.
- 76 % employees consider that facilities provide to them are good whereas 20 % consider them as excellent. But there is also minor percentage who is not satisfied with the facilities which are given to them.

## **CONCLUSION**



## **CONCLUSIONS**

UCN cable network being one of the reputed manufacturing companies in Maharashtra as well as in India, it is also a victim of absenteeism, as one of the curses their organization is facing at present. I have concluded that absenteeism in an organization. The data was collected with the help of structured questionnaire after collection implementation and analysis of the data, the result sorted out.

- Employee needs higher rate of pay and welfare benefits so that they get motivated to work. Employee needs higher rate of pay so that the length of service will be greater.
- Thus, the fewer will be employee absenteeism and it will help in growth of company hence HI is proved.
- Employees, personal problem is the reason for being absent. 4 % think that stress can also be the reason.
- Almost Employees at UCN cable network are clear regarding their work responsibilities.
- Employees have good relations with superiors whereas have excellent relations with the superiors. Employees think that their superior's behavior towards their problems is excellent & some of Employees consider it as good.
- It is observed that both the internal and external factors are responsible for employee turnover.

- If the organization or management makes effort by changing or modifying HR policies of the company, then they may be able to control employee turnover to a large extent.
- Absenteeism was lowest on pay day and highest immediately after pay day.
- Due to cold and warm environment inside premises reason of the absenteeism as pointed out by the workers include sickness, family problem, overtime and working condition.
- Conflict management, grievance handling and motivation will help to reduce absenteeism

. In the end of conclude this report I would like to specify that the project allotted to me on ' Absenteeism ' was of immense help me in understanding the working environment of an organization, thereby providing a firsthand practical experience.

In this project while identifying the reasons of absenteeism of the working of " UCN cable network " I got an opportunity to interact with workers to observe their behavior and attitude.

I would once again like to thank the people of " UCN cable network " Who helped me in accomplishing this project and boosting my morale by appreciating and recognizing my efforts?

## **BIBLIOGRAPHY AND REFERENCE**

## **BIBLIOGRAPHY AND REFERENCE**

### **Books**

- Management Director - Ajay Tulshiram Kamangar, Ashutosh Kane Jayant and Jagdish Sharadchandra Paliya.
- Social Psychology of Absenteeism - John Paul Martyn Bowen, Vidhya Srinivasan, Michael Johannes Bert Lam
- Human Resource Management, **Mr. . Harshvardhan Karkare**

### **Websites:**

<https://www.ucnindia.com/registration/login>

<https://www.ucnindia.com/termsfuse>

<https://www.ucnindia.com/termsfuse>

<https://www.ucnindia.com/contactus>