

Employees Happiness at Work Place: A Conceptual Framework

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Abstract-Happiness is that state of mind when most of a person needs are fulfilled or on a verge of fulfilment. It is that state of feeling of enlightenment when one has fully achieved what he wants. Long-time success of any organisation depends on employees working over there. Employee Happiness is a feeling that they develop towards their organisation by accepting its vision, mission and its values. Happiness of employees at workplace is that mind-set which enables employees to know their potential and perform accordingly. Having happy employees is really very important for the continued existence of the organisation. Its performance is based on employees who work harder round a clock, in teams, for their productivity and growth; and hence demands happiness in return in the form of Job inspiration, Motivation, , Training and development, opportunities, appreciation, rewards, promotion, flexible hours, higher pay, growth, higher job satisfaction etc. Keeping in view this issue of happiness of employees, this research paper studies the factors affecting happiness of employees at workplace (5 factors) in relation to happiness based on level of Qualification of employees.

Keywords: Happiness, Workplace, Employees.

I. Introduction

Few definitions are described below:

- **Work:** It is one of the most important aspects of human life. It is the activity that involves both mental and physical efforts done in order to achieve the predetermined goals. It is the series of task to be undertaken.
- **Happiness:** It is the sense of ultimate and intense emotions which may include your wellbeing, joy, success, save, lucky, contentment and many more based on different reasons. If something or some task gives happiness to a person, he/ she want to do more of it.
- **Employees:** People who are engaged in performing task given by employers for wages and salary to earn their daily living.
- **Happiness at workplace:** It refers to the potential by product of the outcome work rather than success.

In today's scenario, the working environment is changing rapidly which leads to the change in the nature of work and work done. Employees perform their work in exchange of rewards whether monetary or non-monetary. Happiness of employee at workplace is how much an employee is satisfied from their work and their lives. It is the idea of individual wellbeing. Happiness at workplace is very much crucial for improving productivity and sustain it as happy employees are productive while unhappy are unproductive. Hence, all the

organizations must know the factors that affects to the employees happiness at workplace in order to maintain the growth, productivity and success respectively. Money is great but there are a lot of factors that can affect the happiness of employees. It may be company's culture, opportunities to make an impact, relationship with your managers and co- workers, Learning and development, benefits and perks etc. Being Happiness at Workplace matters a lot as a happy worker work with love and not as a compulsion. Happiness multiplies success: as it spreads like fire. Employees who feel pleasure in doing work are the examples of motivation for others. Happiness builds Positivity: A professional who is punctual, feels positive about is job is more focused on building himself, solving problems and performing extra ordinarily. Happiness Reduces Stress: In the words of Annie McKee, unhappy employee disconnects from positive emotions and damages their power of creative thinking and reasoning. A cord of positivity and happiness keep us uplifted and improves our stress. Healthy Life: happiness at workplace itself means a healthy life. When we are happy from inside, we are less likely to suffer from stress – related disorders, get power to fight with diseases, get energy to focus on our work, prevent our productive soul, get rid of disappointments and work related stress and feel motivated to perform.

II. Literature Review

National Academy of Engineering and National Research Council, (1991), focused on relation between success of new technology and its acceptance by people, and provides practical information to people in different fields. It identifies factors that are helpful in finding the success behind technological introduction and the reasons why their country lags behind others in this regard. National Academies of Sciences, Engineering, and Medicine, (2020), point out the role of teacher behind student success rate. It highlights the increasing expectations from teachers due to change in learning standards. It explores the factors that add in the current teaching workforce, changing expectations for teachers, changing trends in education field, opportunities for learning at workplace and many more. Hoque and Rahman, (1999), stress on importance of QWL for overall happiness of organisation. It tells that higher QWL is perceived in workers working in private sector as compared to public sector. Different factor affecting employee satisfaction and dimensions of QWL is indicated in it. Atif, et al, (2011), reveals that training is the basic need for the employees to get practical knowledge and develop their skills. Employees can rise above their inefficiencies with the help of the training given to them. Bhatti and Qureshi, (2007), find that whether employee satisfaction is related to working environment or not. Major factor behind satisfaction of employees is training and development which is arranged by management of organisation for the growth of its employees. Wright & Geroy (2001), discussed that employee can do anything successfully and efficiently if they get proper training. Training programmes enhance the knowledge and skills of the workforce which leads to the growth in the overall performance of employees. Tabassum, et al, (2011), examined that the significant difference exists between local private and foreign commercial bank employee's perception over QWL with regards to the factors like compensation, working environment, social distancing, opportunity to develop, flexible work schedule and relation to others in organisation. It suggests local private commercial banks to eliminate these differences and try to implement new policies to improve QWL among the workforce. Kozaryn, et al, (2017), investigated that how large size flextime affects happiness whereas slightly change in work

schedule does not improves happiness. This happiness affects the health of the workforce. Watthanabut, et al, (2017), studies the concept of happiness (Sukkha) of mind and body in Buddhism. They associate happiness of workforce with joy induced from relations, spirituality and resilience in organizational environment. They believe that healthy organisation includes not only profitability and productivity but also QWL and balanced life of its workers. The theoretical structure of happy workforce is to construct balanced and happy life for employees at workplace consists of three pillars i.e. people, family and society. Kaeodumkoeng, et al, (January 1, 2018), indicated the factors among employees with regards to promotion, working skills, health behaviors that promotes happiness. Bawuro, et al, (March 24, 2018), discover the factors influencing the innovative behaviour of teachers in rapidly changing environment. They showed that technological changes affect the happiness at workplace, organizational climate which directly results in affecting behaviour of teachers.

III. Research Methodology

1. Objectives of the study:

1. Primary Objective:
2. The main objective of the research is to analyze the role of happiness in the life of workforce at workplace.
3. Secondary Objectives:

The other objectives behind the research are:

- i) To study the factors affecting happiness of employees at work.
- ii) To study the effect of the level of qualification on happiness of workforce in any organization.

4. Research Design: The research is Descriptive in nature.

b) Sample Design: The universe of this study comprises of academicians and Engineers in Delhi- NCR. For the present study, judgmental sampling is used for random sample of 37 people.

c) Significance of the Study: The present study would be beneficial to the employees and managers to know the factors which make their workforce happy while staying at workplace and make suitable strategies for overcome the obstacles in the way of their happiness.

d) Data Collection: The present study includes both primary and secondary data. Primary data has been collected from the academicians and Engineers randomly selected with the help of pre-structured questionnaire using 5 point likert scale and secondary data has been extracted from articles and research papers published in various journals, magazines, newspapers and websites.

IV. Data Analysis

Table 1: Profile of the Respondents:

Variable	Category	Frequency	Percentage
Gender	Male	19	54.1
	Female	18	45.9
Age	Up to 30	22	37.8
	31 – 40	21	56.8
	41 – 50	2	5.4
Marital Status	Married	30	81.1
	Unmarried	7	18.9
Educational Qualification	Below Graduation	0	0
	Graduate	15	40.5
	Post Graduate	14	3.8
	Above Po st Graduation	8	21.6

Interpretation: From the above table it can be said that various factors are extracted that can affect the Happiness of employees at workplace. The factors contributed are mentioned with the calculated mean and standard deviation provides analysis of how these affects happiness.

Table 2: Employees opinions towards factors affecting happiness of employees:

Job Inspiration	Mean	SD
Challenging Job	4.18	0.84
Opportunities for Promotion	4.05	0.9703
Job is Interesting	4.27	0.7691
Freedom in Decision Making	4.35	0.7534
Flexible Working hours	4.21	1.058

Table 3: Mean and standard deviation of motivation

Motivation	Mean	SD
Higher Pay	4.29	1.0237422
Job Appreciation	4.48	0.65070994
More growth and Development	4.37	0.681149
Opportunities for advancement	4.02	1.0668356
Higher Job Satisfaction	4	1.1785113

Table 4: Mean and standard deviation of leadership qualities

Leadership Qualities	Mean	SD
Leaders create Motivation	4.02	1.0925629
Creates & develop working teams	4.16	0.76425394
Transparent Communication	4.35	0.78938148
Promote decentralized power among employees	3.67	0.85160156
Leaders Invest in Training & development	4.10	0.8427397

Table 5: Mean and standard deviation of quality of work life

Quality of Work Life	Mean	SD
Good & Safe Working Environment	4.21	0.78652312
Physical & Mental Well Being	4.18	0.84451952
Balance between Professional & Personal life	4.54	0.64955517

Table 6: Mean and standard deviation of organisational values

Organizational values	Mean	SD
All share same goals and values	4.10	0.93641704
All get chance to improve	4.27	0.73214482
All gets rewards & appreciation	3.75	1.0904995

Table 7: Factors affecting Happiness at work on the basis of educational qualification

Variables	Graduate	Post Graduate	Above Graduate	Post
Freedom in work	3.15	3.07	2.00	
Job Matches my skills	4.12	3.88	3.36	
Workplace encouragement	3.96	3.93	3.75	
Availability of Training & development	4.00	3.73	3.25	

Interpretation: It is very much clear from the above stated table that various factors emerged which can affect the happiness of employees on the basis of educational qualification. The factor freedom in work having intermediate values 3.15 and 3.07 and both disagrees with 2.00. Similarly job matches my skills have intermediate value of 4.12 and 3.88. The workplace encouragement has 3.96 and 3.93 whereas training and development has 4.00 and 3.73 respectively.

V. Result & Interpretation

It is being found during the study that the factors that are the initiators in affecting the happiness of employees in an organisation are: (I) job inspiration, (ii) motivation, (iii) Leadership style, (IV) Quality of work life, (v) organizational values. It has been find out that 43 percentage of employees are strongly agreed with the factor challenging job affects the happiness of employees in organization whereas 35percentage are agreed with this view point. It can be said that if opportunities in jobs are given to the employees to grow 51percentage population is agreed whereas 33 percentage is strongly agreed that it affects their happiness. 46 percentage sample population is strongly agreed that their happiness lies on the interesting job profile whereas 35 percentage agreed. However 19 percentage is neutral.57 percentage are strongly agreed and 27 percentage agreed that they feel happy if they get higher pay for the work they do. 57 percentage population is strongly agreed and 35 percentage agree with the factor of job appreciation. They feel motivated if they get appreciated in front of others, hence leads to happiness. An opportunity for advancement is a factor which affects employee's happiness.54 percentage agreed, 33 percentage strongly agreed and 5 percentage neutral. Happiness also depends on the job satisfaction while working in organization. 35 percentage are strongly agreed and 5 percentage is agreed with this view point whereas 11 percentage strongly

disagreed with this statement. 38 percentage population strongly agreed that leader must have leadership quality of create and develop working teams as per capabilities. 40 percentage agrees that this quality leads to good team can bring task to an end and effective results before time. 22 percentages are neutral. 54 percentage are strongly agreed and 27 percentage are agreed that leader must have the quality of creating transparent communication whereas 19 percentage are neutral in this view. 38 percentage each are strongly agreed and agreed that leaders must invest in training and development of employees if required whereas 21 percentage are neutral. 3 percentage and 57 percentage respectively are strongly agreed and agreed that good and safe working environment helps in happiness in employees and 3 percentage are strongly disagree. Quality of working life brings happiness among employees. 62 percentages are strongly agreed that it can be maintained it will bring balance between their personal and professional life whereas 30 percentage agreed and 8 percentages are neutral respectively. 41 percentages strongly agree and 38 percentage agrees that organization and its members must share same goals and values if wants their employees to be happy/ 43 percentage strongly agrees and 41 percentage agrees that employees will be happy if all get fair and equal chance to improve. Employees must get jobs according to their qualification. 24 percentages strongly agree, 54 percentage agrees and 19 percentages are neutral by saying that they are happy if they get jobs according to their skills. Workplace encouragement must be given to all irrespective of their qualification. 32 percentages strongly agreed, 33 percentage agreed and 27 percentages are neutral that encouragement leads to happiness among them.

VI. Conclusion

It can be concluded that organizations should work on the variables and improve the affecting factors that helps in bringing happiness to the workforce. As working employees are the valuable assets of an organization so to promote and improve happiness, company should focus on their policies. Leaders should generate motivation in their team by decentralizing the power among members which leads to the transparent communication among them and helps to achieve goals in better manner. Organizations should provide fair and equal opportunities to every employee. It should create good & safe working environment where all share same goals and values. This will promote good physical & mental wellbeing and employees develop positive attitude towards work. If all get equal chance to improve and get recognition, appreciation and rewards, workforce can able to bring efficiency and effectiveness in their work and achieve personal and professional goals simultaneously.

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