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A STUDY ON EMPLOYEES HAPPINESS INDEX AT WORKPLACE

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Abstract

Happiness Index is a monitoring tool that analyses staff feedback in real-time. Happy people live for extended on a mean, have stronger immune systems and endure pain better. The aim of this research is to review factors affecting the happiness level of employees at work and to measure the level of happiness at work. A total of 100 employees were investigated by structured questionnaires. The study shows that organizational factors such as well-being and job significantly influence employee's happiness level at work. Whereas other factors such as people and organization did not significantly influence employee's happiness level at work. The study indicates a positive sign regarding overall employee's happiness level at work.

Keywords: Happiness Index and Happiness at work, Employee's Happiness level

INTRODUCTION

Happiness index is a perpetual monitoring tool that analyses staff feedback in real-time. Companies with more-than-average employee happiness indicate better financial performance and customer satisfaction. The happiness index is an instrument mostly used by the researchers, community, organizers and policy makers who are seeking to know and try to enhance individual happiness. The index was formed with the aim to promote social change by making the survey instrument and data freely available to community organizers, educators, researchers, students, organizations, government, and more. The measurement of happiness index reflects the very fact that happiness is a deeply personal matter and subjective. Happy people live for extended on an mean, have stronger immune systems, endure pain better, are more content with jobs and are more productive. Happiness is a choice and we should always prefer to be happy under all circumstances. An employee feels satisfied not through comparisons with other peers, but through his/her own state of happiness and awareness of being consonant with colleagues. Employees tend to be happier and more hardworking once they are in good working environment and in good culture. Co-workers and colleagues are a crucial group and relationships with them are often a source of delight. Successful leadership will structure and develop relationships amongst employees which tends to promote happiness level of employees in organization.

REVIEW OF LITERATURE

A number of research papers and articles provide a detailed insight about the happiness level index and the factors affecting happiness at work. The findings about the happiness at work and its determinants from related researches and studies are presented below:

(Kemakorn Chaiprasit, Orapin Santidhirakul, 2011), reviewed a study on happiness at work of employees in small and medium-sized enterprises, Thailand. Relationship, quality of work life and leadership were three factors that led to happiness at work.

(Dr Marlina merdeka, Nor hafizah Md Isa, Dr. Syed Azizi Wafa syed khalid wafa, 2020), points out a study on the determinants of happiness at workplace amongst workers in the government sector in Lahad Datu, Sabah. They concluded that there was significant difference in happiness at the workplace between employment status and income level of workers.

(Thiruvankadam thiagarajan, Sudarsan Jayasingh, 2018), described the determinants of employee happiness in an information technology company. Work life balance, physical and mental well-being, relationship with managers has a significant influence on employee happiness.

(Namita and Dr. Narendra singh, 2017), studied the happiness of employees at work in manufacturing industry, India. The level of educational qualifications of employees was at the medium level. Relationship, quality of work – life and leadership were three factors that led to happiness at work.

(Hamidreza barzegar moghadam, zahra vazifeh, hamid okati, 2014), points out the factors affecting the happiness of staff members of Zabol University of Medical Sciences. A sample of 127 employees was selected for study. They concluded that all the identified factors have been affective on the employee's wellbeing.

RESEARCH OBJECTIVES

The aim of the research is to study the following objectives:

- To measure the happiness level of employees in the organization.
- To measure the factors that leads to employee's happiness at workplace.

Research Methodology

The methodological aspects used for information is completed through the quantitative questionnaires. The survey tries to find out the factors which are affecting the happiness of employees at work and to measure the level of happiness at work. A simple random sampling technique was used in this study to select 100 employees. Based on four factors of happiness in the workplace which were 1) Well-being 2) Job 3) People and 4) Organization, a structured questionnaire was developed. A broad range of instruments were used for measuring employee's happiness, firstly it consists of questions associated with the biographical information of the employees. Secondly, it's associated with overall employee's happiness which rate item based on 5 points. Lastly, it's associated with factors affecting employee's happiness. A rating scale from 1 (strongly disagree) to 5 (strongly agree) was used.

1= strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree

The survey was conducted during March 2021 to April 2021 by face-to-face interviews in the organization. Statistical methods used to analyse the data that we collected from the respondents is statistical software SPSS for the statistical analysis. During this study, the responses and information collected from the survey were tested using statistical techniques like Cronbach's alpha were used to test normality. The data collected from 100 respondents were analysed using descriptive statistics. In addition, regression analysis was used to analyse the relationships between factors affecting happiness at work and employee's happiness at work level.

Hypothesis Development

On the basis of factors affecting employee's happiness, the following hypotheses are developed:

Ho1: There is no significant relationship between Well - being and employee happiness.

Ho2: There is no significant relationship between Job and employee happiness.

Ho3: There is no significant relationship between People and employee happiness.

Ho4: There is no significant relationship between Organization and employee happiness.

FINDINGS OF THE STUDY

A. Reliability Statistics

Table no.: 1 Reliability Statistics

Cronbach's alpha	No. of Items
0.938	32

Reliability Analysis: Reliability test was carried out by using SPSS software and the reliability test measure given below: Cronbach's alpha: 0.938, the standard value is at 0.5 but over here it's highly reliable, so all the questions were found reliable.

B. Demographic Profile

Table no.: 2 Demographic Profile of the Respondents

Variable	Frequency	Percent (%)
Gender (n=100)		
Male	72	71.3
Female	28	27.7
Age (n=100)		
23-30	49	48.5
31-40	40	39.6
41-50	11	10.9
Education (n=100)		
HSC	23	22.8
Graduate	33	32.7
Post Graduate	42	41.6
Above Post Graduate	2	2.0
Marital Status (n=100)		
Unmarried	41	40.6
Married	59	58.4
Salary per month (n=100)		
15,000-20,000	31	30.7
20,000-25,000	31	30.7
25,000-30,000	21	20.8
More than 30,000	17	16.8
Work Experience (n=100)		
Less than 6 months	9	8.9
6 months-1 year	15	14.9
1-3 year	49	48.5
3-5 year	10	9.9

5-7 year	17	16.8
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The demographic profile of respondents is display in the Table no. 2. About 71% of participants were male and 28% are female in the organization. The profile shows that there are only 11% of the employees are up to 50 years of age and maximum number of employees are up to 30 years of age. The profile of employees represents that there are only 2% of employees are above Post Graduate and therefore the majority of employees are only Post Graduate in organization. The 58% of the employees in organization are married and remaining 41% are unmarried. Only 17% of employees get salary more than 30,000 per month and the majority of employees get salary up to 25,000 per month. The Profile of employees also represents that only 17% of employees have work experience up to 7 years and therefore the majority of employees have work experience up to 3 years.

C. Regression Analysis

Table no.: 1 Employee's opinion towards factors affecting happiness at work

Variable	Mean	SD	Level
Well - being			
Flexible working hours to enjoy some quality time with family members	4.24	0.75	Agree
Freedom in decision making about assigned job	4.06	0.88	Agree
Happy with the leaves provided by the organization	4.53	0.74	Agree
Love the coffee at work	4.43	0.78	Agree
Get vacations from organization	4.28	0.72	Agree
Total	4.31		Agree
Job			
Happy with basic salary provided by organization	3.88	0.74	Agree
Salary matches with responsibilities and performance level	4.05	0.83	Agree
Financial rewards and bonus are good	3.64	1.15	Agree
Yearly increments are provided	3.62	1.20	Agree
Current job provides career opportunities	4.22	1.31	Agree
Current job provides recognition and appreciation	4.28	1.14	Agree
Total	3.95		Agree
People			
Support from managers/superiors	4.74	1.27	Agree
Enjoy working with colleagues/peer groups	4.68	1.09	Agree
Proper coordination with peer groups	4.71	1.19	Agree
Manager provides proper instructions	4.50	1.53	Agree
Activities are conducted for maintaining harmony and proper environment	4.64	1.49	Agree

Total	4.65		Agree
Organization			
Enjoy the organization's culture	4.77	1.57	Agree
Aware with the vision and policy of company	4.71	1.70	Agree
No communication gap in organization	4.07	1.92	Agree
Work distributed equally in organization	4.48	2.06	Agree
Feel proud to work in company	4.80	2.04	Agree
Refer a friend to apply for job in the company	4.68	2.16	Agree
Total	4.59		Agree

On the basis of the above discussed demographic profile of respondents, various factors are extracted which are affecting the employee's happiness at work.

The factors are discussed in the Table no. 3 which are affecting the employee's opinions. The factors contributing to employee's happiness at work are clubbed in the above table along with the mean, standard deviation and level of agreement. These factors provide a clear picture for the analysis of the factors affecting employee's happiness at work. The above discussed factors are considered as to be the main factors affecting the employee's happiness at workplace.

Table no.: 2 Level of happiness at work

Variable	Mean	SD	Level
Happy with the working condition	4.22	0.82	High
Satisfied with basic salary/pay	3.75	0.81	High
Happy with the superiors/managers	4.08	0.82	High
Satisfied with the promotion	4.19	0.85	High
Feel joy at work: have fun working	4.24	0.79	High
Total	4.10		High

Table no.: 3 Relationship between factors affecting happiness at work and employee's happiness at work level

Factors affecting happiness at work	Employee's Happiness at work level				
	B	t	Sig	R	R square
Well – being	0.261	7.826	0.01*	0.261	0.068
Job	0.245	4.452	0.01*	0.245	0.060
People	0.128	5.480	0.20	0.128	0.016
Organization	0.107	4.405	0.29	0.107	0.012

*Significant at statistic level 0.05

Table no. 5 found the relationship between four independent variables (Well-being, job, people, organization) and dependent variable (happiness at work). The relationship between them was positive as ($R = 0.185$). Here from the above table it's found that null hypothesis of well – being and job does not have significant influences on employee's happiness level at work but over here the significance of both the two factors are (0.01) which is lower than significance level 0.05. So null hypothesis is rejected and hence, we conclude that well – being and job were two elements that led to happiness at work and able to predict employee's happiness level at work. In other case, it's found that null hypothesis of people and organization does not have significant influence on employee's happiness level at work but over here the significance of people is (0.20) and organization is (0.29) which is higher than significance level 0.05. So null hypothesis is accepted and hence, we conclude that people and organization has no significant influences on employee's happiness level at work.

CONCLUSION AND DISCUSSION

The ground study was simply observed that overall, the level of happiness of employees was at the high level and the level of opinion towards the four factors affecting happiness level at work was also at the high level. Two factors affected employee's happiness level, namely well – being and job. In order to promote and improve the level of happiness of employees, organizations should try to improve on the elements which had not been highly ranked. The organization try to improve the people element by developing good interpersonal relationships with peoples in the organization results in building positive workplace, unity among employees, enthusiasm among employees, all of which leads to happiness at work. Second element which organization try to improve is organization culture. It is the hearts and minds of employees, so it tries to create and communicate meaningful values, enable and empower employees, free flow of communication, recognised employees, distributed work equally, all of which leads to promote happiness level of employees in the organization.

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