AN EMPIRICAL STUDY ON THE RELATIONSHIP OF VARIOUS FACTORS WITH WORKPLACE HAPPINESS

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Abstract

This research work has been done to measure the satisfaction level of employees with special reference to all parameters. Today, to sustain in such a competitive market it’s very important to retain good employees, that contribute towards the attainment of Organizational goal and customer satisfaction as well.

This research had sample size of 60 employees based on systematic sampling. Out of the total sample size, 36 were males and 24 were females. Data was collected based on structured questionnaire method. It was found that, ranks across all the parameters need not be the same and that, money is not the only factor that makes employees happy at their workplace. It was also found that happiness ratings for the sample under study didn’t increase with income.

Introduction

Concept of Happiness

Conceptually, the word happiness is often used interchangeably with the terms quality of life, subjective well-being, life satisfaction, peak experiences, and important in maintaining health

Happiness is an ultimate aim of human being, and every people seek out for happiness and want to be happy. The meaning of happiness is different to different people with different means and ways to achieve it. Therefore, human happiness cannot be guaranteed, since people make choices of their own and it differs from person to person. Happiness is a positive inner experience, the highest good, and the ultimate motivator for all human behaviors and as the degree to which an individual judged the overall quality of his or her life as a whole.

Creating a happier environment at work

It’s fairly common knowledge that happy employees are simply better at their jobs. No matter the industry, hours, or education required, individuals perform better when their spirits are high.
They are more engaged, more motivated, more likely to be pleasant to one another and any customers they encounter, and are thinking more creatively to solve problems and improve company operations.

Happiness at work is a win-win. Happy, engaged people are healthier, more productive, they have more ideas, are more likely to contribute over and above the responsibilities of their job and help out colleagues, are less likely to leave or be off sick and are more likely to get to work on time.

**Some factors that make people happy at work are:**

**Factors related to happiness are expressed in tangible and intangible forms.** Tangible factors are related to materialistic like a good salary, a pleasant office, generous benefits which play a good role in job satisfaction. But increasingly, workplace specialists are discovering that for many workers, the "happiness factor" depends heavily on intangible factors, such as respect, trust, and fairness. Even so, certain priorities remained constant in terms of what employees said that makes them happy. Here are seven intangibles factors that workers want most, according to experts (Gardner, 2011):

- Appreciation, respect, trust, individual growth, a good Boss, compatible co-workers, individuality, perks, understanding

![Graph showing income in developed nations and happiness over time from 1960 to 2010.](image-url)
Money is surprisingly not particularly important once you have enough to meet all your basic requirements. Extra money doesn't make you much happier. A pay rise does make you happy but only for a short while as you quickly become adapted to it.

Researchers examined 37 countries over the long term (measurements were made over 22 years) and found that happiness ratings within a country didn't increase with income. In China, S. Korea, and Chile, per capita income doubled are less than two decades yet all these countries showed slight declines in happiness. Easterlin said "We may need to focus policy on urgent personal concerns such as health and family life, rather than on the mere escalation of material goods."

Factors reducing happiness at work include:

- The length of your commute to work
- Long working hours
- Having to relocate to a new area to get a job (as you lose some contact with friends and relatives)
- Tight deadlines
- Being unemployed

Review of literature

According to Heskett et al (1994), more satisfied employees, stimulate a chain of positive actions which end in an improved company performance. In another research it is said that employee satisfaction influenced employee productivity, absenteeism and retention, Derek R. Allen & Merris Wilburn, (2002). The success of any company is directly link to the satisfaction of the employees who embody that company, that retaining talented people is critical to the success of any organization, Freeman, (2005) .Studies shows that businesses that excel in employee satisfaction issues reduce turnover by 50% from the norms, increase customer satisfaction to an average of 95 % & lower labor cost by 12%., Carpitella, (2003). The more satisfied an employee is, the less turnover and absenteeism occurs, Maloney, & McFillen, (1986). Judge, et. al, (1993), on the other hand, mentions that employee satisfaction is positively correlated with motivation, job involvement, organizational citizenship behavior, organizational commitment, life
satisfaction, mental health, and job performance, and negatively related to absenteeism, turnover, and perceived stress and identify it as the degree to which a person feels satisfied by his/her job. In contrast, Rousseau (1978) identified three components of employee satisfaction: they are characteristics of the organization, job task factors, and personal characteristics.

Knight and Gunatilaka (2010) found that happiness of rural-urban migrants in China was lower than both those remaining in rural areas and urban locals. Their explanation was that rural-urban migrants have false expectations about what their migration experience can deliver. Perhaps buoyed by a long period of sustained economic growth, our findings are consistent with the aspirations of new-generation migrants rising faster than income, relative to first-generation migrants, leading to frustration and lower happiness.

Sageer, Rafat and Agarwal (2012) discussed various variables responsible for employee satisfaction such as Organization development factors, Job security factors, Work task factors, Policies of compensation and benefit factor and opportunities which give satisfaction to employees such as Promotion and career development also has been described. This paper also deals the various ways by which one can improve employee satisfaction. Happy people made a happy world (Agnihotri, 2012). It is well known that happy workers are assets of an organisation. One thing that all happiness expert agree on is that happiness is not a destination. Rather, it is the result of a range of activities and feelings. Or to use that rather corny phrase, happiness is a journey (Rowan, 2008). According to Aristotle, “Happiness is the meaning and the purpose of life, the whole aim and end of human existence”

Aldag and Sherony (2001) identified three dimensions of attitude toward workplace fun: appropriateness, salience, and perceived consequences of fun. Individuals are likely to have diverging views on whether having or pursuing fun at work is appropriate. Some may think that work-hours are solely for work while others think that play and work are complementary in workplace.

Workplace fun was explored in a research by McDowell (2004), she defined workplace fun mainly into the following three aspects: “Fun climate” which is an atmosphere being developed in a company that supports fun at work like management encourage fun elements, “Fun person” which is the individual characters toward workplace fun such as playfulness, and “Fun at work” which represents fun activities that are enjoyable, amusing and playful.
Karl and Harland (2005) revealed that among 40 fun activities, both male and female workers rated social activities highest such as company-wide outings and food-related activities. These authors argued that the social element of fun and all-inclusiveness are vital for genuine fun in the workplace.

**Aims and purposes**

- To study and know in all, what makes people happy at work.
- To know whether people are happy with their current job.
- To know the most influencing factor that makes people happy at their workplace.
- To know their opinion as to what other factors they think can improve their happiness at work other than the given parameters in the questionnaire.
- To analyze based on their opinions and answers in the questionnaire and provide recommendations for the same.
**Research Methodology**

- **Sample**

The survey was done on 60 males and females working in private sector industries in Mumbai, between the age group of 20 to 60 years.

- **Measurement Devices**

A questionnaire was formed on happiness at work place. Ten parameters were included in survey i.e. Salary, Working condition, Flexi-working hours, Job security, Recognition, Proximity to residence, Good team mates, Growth opportunities, Recreational facilities, Superior support. Scoring was done on the basis of ranking method i.e. 1 being highest and 10 being lowest rank preference. Five point scale was also used in which strongly agree was given 5 points and strongly disagree 1.

**Results and Analysis**

Statistical tools proportion test, Anova and Regression were applied on raw data collected through survey on 60 males and females. The findings were as follows:

**Hypotheses**

- **Anova**

  $H_0$: Ranks across all the parameters are the same.

  $H_a$: Ranks across at least one of the parameters is not the same.

- **Regression**

  $H_0$: Happiness at the workplace depends upon various parameters.

  $H_a$: Happiness at the workplace does not depend upon various parameters.
1. In this case, Anova was applied to determine whether ranks across all the parameters were same or not.

**H₀:** Ranks across all the parameters are the same.

**H₁:** Ranks across at least one of the parameters is not the same.

<table>
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<td>Total</td>
<td>59.00</td>
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According to the output, reject the null in this case since, \(F_{\text{observed}} > F_{\text{critical}}\). This means, we accept the alternate hypothesis which is, ranks across at least one of the parameters is not the same.
2. In this case, we used an Anova to determine whether happiness is dependent on job type or not

\[ H_0: \] Happiness at the workplace depends upon various parameters

\[ H_a: \] Happiness at the workplace does not depend upon various parameters.

**Regression Statistics**

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<tbody>
<tr>
<td>Multiple R</td>
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<tr>
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<td>Adjusted R Square</td>
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<td>Standard Error</td>
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<td>Observations</td>
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**ANOVA**

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\[ y = 0.49x_1 + 0.19x_2 + 0.23x_3 + (0.05)x_4 + 0.06x_5 + (0.05)x_6 + (0.07)x_7 + 0.02x_8 + 0.06x_9 + 0.17x_{10} + C \]

Where,

\( x_1 = \) Supervisor’s support, \( x_2 = \) Recognition at work, \( x_3 = \) Salary, \( x_4 = \) Good team-mates, \( x_5 = \) Working condition, \( x_6 = \) Job security, \( x_7 = \) Access to opportunities, \( x_8 = \) Distance to travel, \( x_9 = \) Recreational facilities, \( x_{10} = \) Flexibility in working hours.
Adjusted R Square value is just 38%, which means reliability of the equation is quite less.

From the above data, it can be inferred that, happiness is positively correlated with supervisor’s support, recognition at work, salary, working condition, distance to travel, recreational facilities and flexibility in working hours. It was found that, more access an employee gets to all these parameters the happier he is at his workplace.

It can also be concluded that, money is not the only factor that brings happiness to the employees at their workplace but, non-monetary factors like recognition, flexi working hours etc also matter.

**Discussion on results**

After analyzing the result it was found that out of the total 60 responded we found that 60% were happy with their job and 40% were not happy with their job. It may be because in India some organization still doesn’t focus on family supportive policies for the employees. Analyzing the results of Anova, it was found that the ranks across at least one of the parameters is not the same. According to regression, it was found that, happiness is positively correlated with supervisor’s support, recognition at work, salary, working condition, distance to travel, recreational facilities and flexibility in working hours. We found that, more access an employee gets to all these parameters the happier he is at his workplace and that most of the factors rated high were other than the parameters that are related to money. We can also conclude that, money is not the only factor that brings happiness to the employees at their workplace but, non-monetary factors like recognition, flexi working hours etc also matter. Heskett et al (1994), more satisfied employees, stimulate a chain of positive actions which end in an improved company performance.
**Conclusion**

Much of this boils down to respect, and just taking steps to foster a work environment that radiates positivity. When individuals are surrounded by smiling, happy people, they tend to feel that way themselves. Happiness has a way of breeding more happiness, and when each employee feels like an asset to the company, those feelings of value multiply upon themselves.

Value really is the key principle here – what can companies do make employees feel valued?

By treating each worker with respect, recognizing their individuality, and trying to make sure that whatever the job may be, it fits in with the other aspects of their lives as best it can, businesses can build a mutual commitment between workplace and employee.

**Limitations**

- Sample size being small, the findings probably cannot be applicable to be published.
- Most part of our study was conducted through online forms so only few offline user responses were part of the research.
- Also, our respondents, though part of a realistic setting may not have been quite true to themselves. This in turn may have faltered our results.
- Since, we opted to survey a sample rather than the entire population our conclusions may be a bit sketchy.
- Geographical limitations proved to be another obstacle in our path. The findings of the study are not applicable to the general population due to non probabilistic type of sampling.
References

- Chan Ying In & Yu Hiu Ching.(2010). Workplace Fun and Job Satisfaction: the Moderating Effects of Attitudes toward Fun.
- Chan Ying In & Yu Hiu Ching.(2010). Workplace Fun and Job Satisfaction: the Moderating Effects of Attitudes toward Fun.